

भूतपूर्व दुय्यम सेवा निवड मंडळांच्या कार्यक्षेत्रातील (महाराष्ट्र लोकसेवा आयोगाच्या कक्षबाहेरील) गट-ब (अराजपत्रित) व गट-क ची पदे सरळसेवेने भरताना पॅनेलवरील कंपनीमार्फत स्पर्धा परीक्षा प्रक्रिया राबविणेबाबत....

महाराष्ट्र शासन
सामान्य प्रशासन विभाग
शासन परिपत्रक क्रमांक: प्रानिमं १२२१/प्र.क्र.५/का.१३-अ
मादाम कामा मार्ग, हुतात्मा राजगुरु चौक,
मंत्रालय, मुंबई ४०० ०३२.
दिनांक : २२ एप्रिल, २०२१.

- संदर्भ:-**
- १) शासन परिपत्रक, सामान्य प्रशासन विभाग क्रमांक : प्रानिमं १२१८/प्र.क्र.२७/१३-अ, दिनांक १४ मार्च, २०१८
 - २) शासन निर्णय, सामान्य प्रशासन विभाग क्रमांक : प्रानिमं १२१६/(प्र.क्र.६५/१६)/१३-अ, दिनांक १३ जून, २०१८
 - ३) शासन निर्णय, सामान्य प्रशासन विभाग (माहिती व तंत्रज्ञान) क्रमांक: मातंस-२०२०/प्र.क्र.११/से-२/३९, दिनांक २० फेब्रुवारी, २०२०
 - ४) शासन शुध्दीपत्रक, सामान्य प्रशासन विभाग (माहिती व तंत्रज्ञान) क्रमांक : मातंस-२०२०/प्र.क्र.११/से-२/३९, दिनांक २४ फेब्रुवारी, २०२०
 - ५) शासन परिपत्रक, सामान्य प्रशासन विभाग क्रमांक : प्रानिमं १२२०/प्र.क्र.२१/१३-अ, दिनांक १७ ऑगस्ट, २०२०
 - ६) शासन निर्णय, सामान्य प्रशासन विभाग (माहिती व तंत्रज्ञान) क्रमांक मातंस-२०२०/प्र.क्र.११/से-२/३९, दिनांक २१ जानेवारी, २०२१
 - ७) शासन पूरक पत्र, सामान्य प्रशासन विभाग (माहिती व तंत्रज्ञान) क्रमांक: मातंस-२०२०/प्र.क्र.११/से-२/३९, दिनांक ०४ मार्च, २०२१.

प्रस्तावना:-

भूतपूर्व दुय्यम सेवा निवड मंडळांच्या कार्यक्षेत्रातील (महाराष्ट्र लोकसेवा आयोगाच्या कक्षबाहेरील) गट-ब (अराजपत्रित) व गट-क संवर्गातील रिक्त पदे सरळसेवेने भरण्याबाबतची एकत्रित कार्यपध्दती संदर्भाधीन दिनांक १३ जून, २०१८ च्या शासन निर्णयान्वये विहित करण्यात आली असून, गट-ड संवर्गाच्या सरळसेवा पदभरतीसाठीही सदर निर्देशांचा मार्गदर्शक स्वरूपात अवलंब करण्याबाबत सूचित करण्यात आले आहे.

सामान्य प्रशासन (माहिती तंत्रज्ञान) विभागाच्या संदर्भाधीन शासन निर्णय दिनांक २० फेब्रुवारी, २०२० व शुध्दीपत्रक दिनांक २४ फेब्रुवारी, २०२० च्या अनुषंगाने, भूतपूर्व दुय्यम सेवा निवड मंडळांच्या कार्यक्षेत्रातील (महाराष्ट्र लोकसेवा आयोगाच्या कक्षबाहेरील) गट-ब (अराजपत्रित) व गट-क संवर्गातील पदभरतीसंदर्भात "महापरीक्षा पोर्टल" चा वापर करण्याबाबतचे या विभागाचे संदर्भाधीन दिनांक १४ मार्च, २०१८ चे परिपत्रक अधिक्रमित करून व दिनांक १३ जून, २०१८ च्या शासन निर्णयातील महापोर्टल संदर्भातील तरतूदी रद्द करून परीक्षाप्रक्रिया राबविण्यासंदर्भात महाआयटीकडून एम्पॅनेलमेंट (Empanelment) केल्या जाणाऱ्या ओएमआर व्हेंडॉर {OMR Vendor (Service Provider)} मार्फत कार्यवाहीच्या सुधारित सूचना संदर्भाधीन शासन परिपत्रक दिनांक १७ ऑगस्ट, २०२० अन्वये देण्यात आल्या आहेत.

आता, सामान्य प्रशासन (माहिती तंत्रज्ञान) विभागाने संदर्भाधीन शासन निर्णय दिनांक २१ जानेवारी, २०२१व शासन पुरक पत्र दिनांक ०४ मार्च, २०२१ अन्वये, मंत्रालयीन विभाग व त्यांच्या अधिपत्याखालील शासकीय कार्यालयांनी पदभरती प्रक्रियेत स्पर्धा परीक्षांसाठी महापरीक्षा पोर्टल पद्धतीत बदल करुन सुधारित परीक्षा पद्धती राबविण्यासाठी, महाआयटी यांनी आर.एफ.पी. {RFP (Request For Proposal)} प्रसिध्द करुन निविदा प्रक्रियाद्वारे निवड केलेल्या पाच पात्र ओएमआर व्हेंडॉर (OMR Vendor) ची पॅनलवर निवड केली असून, या पॅनेलवरील कंपनीद्वारे पदभरतीची कार्यवाही करण्याचे बंधनकारक केले आहे. तदनुषंगाने, भूतपूर्व दुय्यम सेवा निवड मंडळांच्या कार्यक्षेत्रातील (महाराष्ट्र लोकसेवा आयोगाच्या कक्षबाहेरील) पदे सरळसेवेने भरताना पदभरतीच्या सुधारित स्पर्धा परीक्षा प्रक्रियेसंदर्भात पुढीलप्रमाणे मार्गदर्शक सूचना देण्यात येत आहेत..

शासन परिपत्रक:-

भूतपूर्व दुय्यम सेवा निवड मंडळांच्या कार्यक्षेत्रातील (महाराष्ट्र लोकसेवा आयोगाच्या कक्षबाहेरील) गट-ब (अराजपत्रित) व गट-क संवर्गातील सरळसेवा पदभरतीप्रक्रिया संबंधित जिल्हा निवड समित्या, प्रादेशिक निवड समित्या व राज्यस्तरीय निवड समित्यांनी सामान्य प्रशासन (माहिती तंत्रज्ञान) विभागाने पॅनेलवर नियुक्त केलेल्या कंपनीकडून (OMR Vendor) राबविण्याची कार्यवाही करावी. उच्चस्तर समितीने सुधारित परीक्षा पद्धती राबविण्यासाठी पॅनेलवरील पाच कंपनींना पाच वर्षासाठी मान्यता दिली आहे.

(अ) मेसर्स अप्टेक लिमिटेड (M/S Aptech Limited)

(ब) मेसर्स जीए सॉफ्टवेअर टेक्नॉलॉजी प्रायव्हेट लिमिटेड (M/s GA Software Technologies Pvt Ltd.)

(क) मेसर्स जिंजर वेब्स प्रायव्हेट लिमिटेड (M/s Ginger Webs Pvt Ltd.)

(ड) मेसर्स मेटा-आय टेक्नॉलॉजी प्रायव्हेट लिमिटेड (M/s META-I Technologies Pvt Ltd.)

(इ) मेसर्स न्यास कम्युनिकेशन प्रायव्हेट लिमिटेड कंपनी (M/s. Nysa communication Pvt. Ltd.)

२. पॅनेलवरील सर्व कंपन्यांसाठी प्रती परीक्षार्थी नोंदणी शुल्काचे दर पुढीलप्रमाणे निश्चित केले आहेत.

अ.क्र.	सेवा	मूळ शुल्क (रुपये)	जी.एस.टी. (रुपये)	एकूण शुल्क (रुपये)
१	प्रती परीक्षार्थी नोंदणी शुल्क	१७८.००	३२.०४	२१०.०४

ह्या दरानुसार संबंधित निवड समित्यांच्या अध्यक्षांनी (विभाग प्रमुख/प्रादेशिक विभाग प्रमुख/ जिल्हाधिकारी यांनी)त्यांच्याशी संबंधित स्पर्धा परीक्षेच्या आयोजनाकरीता होणाऱ्या एकूण खर्चाची तरतूद/ वाढीव तरतूद त्यांच्या कार्यालयीन अंदाजपत्रकात करावी व सदर खर्च मंजूर अनुदानातून भागविण्यात यावा. मात्र, संदर्भाधीन दिनांक १३ जून, २०१८ च्या शासन निर्णयात परिच्छेद क्र.६ नुसार विहित करण्यात आलेले परीक्षा शुल्काचे दर कायम राहतील.

३. संबंधित निवड समित्या ह्या समन्वय समिती (Nodal Agency) आणि निवड समितीचे अध्यक्ष समन्वय अधिकारी (Nodal Officer) असून, निवड समितीचे अध्यक्ष हे अधिकार निवड समितीतील कोणत्याही अधिकाऱ्यास प्रदान करुन शकतात. महाराष्ट्र तंत्रज्ञान महामंडळ, मुंबई (महाआयटी) यांनी आर.एफ.पी. {RFP (Request For Proposal)} प्रसिध्द करुन निविदा प्रक्रियाद्वारे पॅनेलवरील कंपनीची निवड केली आहे. संबंधित समन्वय समितीस पदभरतीप्रक्रिया पॅनेलवरील कोणत्याही कंपनीकडून करता येईल. सदर निविदेतील अटी व शर्ती लक्षात घेऊन पदभरतीप्रक्रियेसाठी संबंधित समन्वय समिती व कंपनी यांनी

सामंजस्य करार (Memorandum of Understanding) करावा. त्यानुसार पदभरतीची परीक्षा प्रक्रिया पार पाडावी. निविदेची प्रत या शासन निर्णयासोबत महाराष्ट्र शासनाच्या संकेतस्थळावर उपलब्ध आहे. निविदेतील नमूद अटी व शर्तीनुसार संबंधित समन्वय समिती व कंपनीच्या कर्तव्य व जबाबदाऱ्या रहातील.

४. भूतपूर्व दुय्यम सेवा निवड मंडळांच्या कार्यक्षेत्रातील (महाराष्ट्र लोकसेवा आयोगाच्या कक्षबाहेरील) गट-ब (अराजपत्रित) व गट-क संवर्गातील सरळसेवा पदभरतीप्रक्रियेतील स्पर्धा परीक्षांसाठी कार्यपद्धती कंपन्यांमार्फत राबविण्याबाबतच्या कार्यवाहीसंदर्भात काही आक्षेप, अडचण/वाद उद्भवल्यास महाआयटीने कंपनीची निवड करताना केलेल्या निविदेतील नमूद अटी व शर्तीनुसार त्याचे निराकरण करण्याची संपूर्ण जबाबदारी संबंधित मंत्रालयीन प्रशासकीय विभागाची/निवड समितीची राहिल.

५. शासन परिपत्रक दिनांक १७ ऑगस्ट, २०२० मधील इतर तरतूदीत कुठलाही बदल नसून त्या यापुढे यथास्थिती लागू राहतील.

६. गट-ड संवर्गातील सरळसेवा पदभरतीदेखील या शासन परिपत्रकातील निर्देशांचा मार्गदर्शक स्वरूपात अवलंब करून राबविण्यात यावी.

७. शासनाच्या उपरोक्त निर्देशांची अंमलबजावणी व संनियंत्रण करण्याची जबाबदारी सर्व संबंधित मंत्रालयीन प्रशासकीय विभागांची राहिल.

८. सदर शासन परिपत्रक महाराष्ट्र शासनाच्या www.maharashtra.gov.in या संकेतस्थळावर उपलब्ध करण्यात आले असून, त्याचा संकेतांक २०२१०४२२१८५७२४६८०७ असा आहे. हे परिपत्रक डिजिटल स्वाक्षरीने साक्षांकित करून काढण्यात येत आहे.

महाराष्ट्राचे राज्यपाल यांच्या आदेशानुसार व नावाने,

(संजना खोपडे)

अवर सचिव, महाराष्ट्र शासन

प्रति,

- १) मा.राज्यपालांचे सचिव, राजभवन, मलबार हिल, मुंबई,
- २) मा.मुख्यमंत्री यांचे अपर मुख्य सचिव, मंत्रालय, मुंबई- ४०० ०३२,
- ३) मा.उप मुख्यमंत्री यांचे प्रधान सचिव, मंत्रालय, मुंबई- ४०० ०३२,
- ४) सर्व मा.मंत्री / मा.राज्यमंत्री यांचे खाजगी सचिव, मंत्रालय, मुंबई- ४०० ०३२,
- ५) मा.विरोधी पक्षनेता, विधानपरिषद / विधानसभा, विधानभवन, मुंबई,
- ६) सर्व मा.संसद सदस्य, मा.विधानमंडळ सदस्य, महाराष्ट्र राज्य,
- ७) मा.मुख्य सचिव, महाराष्ट्र राज्य, मंत्रालय, मुंबई- ४०० ०३२,
- ८) सर्व मंत्रालयीन विभागांचे अपर मुख्य सचिव/प्रधान सचिव/सचिव,
- ९) सर्व मंत्रालयीन विभाग (आस्थापना)-

त्यांनी हे आदेश सर्व संबंधितांच्या निदर्शनास आणावेत.

- १०) *प्रबंधक, मूळ शाखा, उच्च न्यायालय, मुंबई,
- ११) *प्रबंधक, अपील शाखा, उच्च न्यायालय, मुंबई,
- १२) *प्रबंधक, लोक आयुक्त व उपलोक आयुक्त यांचे कार्यालय, मुंबई,

- १३) *प्रबंधक, महाराष्ट्र प्रशासकीय न्यायाधिकरण, मुंबई,
- १४) * सचिव, महाराष्ट्र लोकसेवा आयोग, मुंबई,
- १५) *सचिव, महाराष्ट्र विधानमंडळ सचिवालय (विधानसभा) मुंबई,
- १६) *सचिव, महाराष्ट्र विधानमंडळ सचिवालय (विधान परिषद) मुंबई,
- १७) *राज्य निवडणूक आयुक्त, राज्य निवडणूक आयोग, नवीन प्रशासकीय भवन, मुंबई,
- १८) *सचिव, राज्य माहिती आयोग, नवीन प्रशासकीय भवन, मुंबई,
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- २१) *महालेखापाल, महाराष्ट्र-२ (लेखा व अनुज्ञेयता) महाराष्ट्र/नागपूर,
- २२) *महालेखापाल, महाराष्ट्र-२ (लेखा परीक्षा) महाराष्ट्र/नागपूर,
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- २४) ग्रंथपाल, महाराष्ट्र विधानमंडळ सचिवालय, ग्रंथालय, ६वा मजला, विधान भवन, मुंबई ४०० ०३२ (१०प्रती),
- २५) अधिदान व लेखा अधिकारी, मुंबई,
- २६) निवासी लेखा परीक्षा अधिकारी, मुंबई,
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- २८) सर्व जिल्हाधिकारी,
- २९) सर्व जिल्हा परिषदांचे मुख्य कार्यकारी अधिकारी,
- ३०) सर्व मंत्रालयीन विभागाच्या नियंत्रणाखालील सर्व विभागप्रमुख/ प्रादेशिक विभाग प्रमुख/कार्यालय प्रमुख - (मंत्रालयीन विभागामार्फत),
- ३१) मंत्रालय मध्यवर्ती ग्रंथालय, मंत्रालय, मुंबई (२ प्रती),
- ३२) सामान्य प्रशासन विभागातील सर्व कार्यासने, मंत्रालय, मुंबई- ४०० ०३२,
- ३३) मुख्य परिचालन अधिकारी, मेसर्स अप्टेक लिमिटेड (M/S Aptech Limited),
- ३४) मुख्य परिचालन अधिकारी, मेसर्स जीए सॉफ्टवेअर टेक्नॉलॉजी प्रायव्हेट लिमिटेड (M/s GA Software Technologies Pvt Ltd.),
- ३५) मुख्य परिचालन अधिकारी, मेसर्स जिंजर वेब्स प्रायव्हेट लिमिटेड (M/s Ginger Webs Pvt Ltd.),
- ३६) मुख्य परिचालन अधिकारी, मेसर्स मेटा-आय टेक्नॉलॉजी प्रायव्हेट लिमिटेड (M/s META-I Technologies Pvt Ltd.),
- ३७) मुख्य परिचालन अधिकारी, मे.न्यास कम्युनिकेशन प्रा.लि. कंपनी (M/s. Nysa communication Pvt. Ltd.),
- ३८) निवडनस्ती.

*पत्राने

REQUEST FOR PROPOSAL

for

Empanelment of Service Provider for the OMR
based Examination Management System for
Government of Maharashtra

Tender No.: MahaIT/PRJ/178/01/2020

Issued By

Maharashtra Information Technology Corporation Limited
Government of Maharashtra

Table of Contents

1	Glossary	4
2	Invitation for Proposal.....	6
2.1	RFP Notice.....	6
2.2	Critical Information	6
2.3	Project Background	7
2.4	Objectives of the initiative	7
3	Pre-Qualification Criteria	9
4	Instructions to Bidder.....	12
4.1	Purpose.....	12
4.2	Cost of RFP	12
4.3	Completeness of the RFP.....	12
4.4	Proposal Preparation Cost.....	12
4.5	Pre-Bid Meeting	12
4.6	Amendment of RFP Document.....	13
4.7	MahaIT's rights to terminate the Process	13
4.8	Earnest Money Deposit (EMD)	14
4.9	Submissions of Bids	14
4.10	Procedure for Submission of Bids	15
4.11	Two Envelope Bid System	15
4.12	Language of Bids	15
4.13	Bid Submission Format.....	15
4.14	Documents Comprising of Bids	16
4.15	Evaluation Process	17
4.16	Evaluation of Technical Bids.....	17
4.17	Opening of Commercial Bid	20
4.18	Award Criteria	21
4.19	Empanelment.....	21
4.20	MahaIT's Rights to Accept/Reject any or all Proposals	21
4.21	Notifications of Award and Signing of Contract	21
4.22	Failure to agree with the Terms & Conditions of the RFP/Contract	22
4.23	Payment Terms.....	22
4.24	Sample Service Level Agreements.....	22
4.25	Penalties	25
4.26	Terms and Conditions of the Tender	26
5	Scope of Work.....	27
5.1	General Scope of Work	27
5.2	Software Customization/Development	27
5.3	IT Infrastructure and Service	28
5.4	Assistance to Third Party Auditor Appointed by the Department	29
5.5	Managed Application Service	29
5.6	Duration	29
5.7	The Geographical Scope of the Project.....	29
5.8	Implementation	29
5.9	Training and Support	29
5.10	Maintenance & Upgradation	30
5.11	Point of Contact	30

5.12	Other Important Guidelines for OMR based EMS Tender.....	31
5.13	Governing Law and Jurisdiction.....	31
5.14	Guidelines for Setting Question papers for OMR based EMS	31
5.15	Role of Stakeholders	31
6	Annexure I: Instructions for Pre-Qualification Bid	33
6.1	Pre-Qualification Cover Letter	33
6.2	Checklist for the documents to be included in the Pre-Qualification Envelope	34
6.3	Format to share Bidder's Particulars	35
6.4	Format to share Bidder details.....	36
6.5	Format for Declaration by the bidder for not being Blacklisted / Debarred	37
6.6	Format for Statement of Deviation from the RFP Requirements.....	38
6.7	Format of Earnest Money Deposit	39
7	Annexure II: Formats for Technical Bid.....	41
7.1	Format to share Project Details	41
7.2	Format for sharing Manpower details	42
7.3	Technical Bill of Material for COTS solution, if any (To be Provided by the Bidder)	45
8	Annexure III: Commercial Proposal Formats	46
8.1	Commercial Proposal Cover Letter.....	46
8.2	Commercial Proposal Format & Instructions	48
9	Annexure IV: Draft Master Service Agreement (MSA)	49
10	Annexure V: Functional Requirement Specification for OMR Based Examination	50
10.1	General Functional Requirements.....	50
10.2	Registration / Fees Collection.....	51
10.3	Admit Card Issuance	52
10.4	Secured Paper delivery System (Paper Setting-optional)	52
10.5	Invigilation-Attendance Management	53
10.6	Digital Evaluation - OMR sheet scanning/ repository	54
10.7	Results (Raw) (Reports)	56
10.8	Revaluation	57
10.9	Post Exams Support	57
10.10	Helpdesk	58
11	Annexure VI: Technical Requirements	59
11.1	Requirements for Hosting of Application on OMR based examination	59
11.2	Requirements for software testing and quality assurance for OMR based examination.....	59
12	Annexure VII: Format for Consortium Agreement.....	61

1 Glossary

Terms	Meaning
AS	Answer Sheet
BOM	Bill Of Material
BSF	Bid Security Form
COTS	Commercial Off the Shelf Software
DPI	Dots Per Inch
DQA	Document Quality Analyzer
MahaIT	Maharashtra IT Corporation
EMD	Earnest Money Deposit
GoM	Government of Maharashtra
JPEG	Joint Photographic Experts Group
Kb	Kilo Byte
LOI	Letter of Intent
MB	Megabyte
NAS	Network Attached Storage
NDA	Non-Disclosure Agreement
NIC	National Informatics Centre
ODMA	Open Document Management API
OEM	Original Equipment Manufacturer
PDF/A	Portable Document Format
PNG	Portable Network Graphics
PQ	Pre-Qualification
PSU	Public Sector Unit
QC	Quality Check
QP	Question Paper
QoS	Quality of Service
RFP	Request for Proposal
SAN	Storage Area Network
SDD	Software Design Document
SLA	Service Level Agreement
SOP	Standard Operating Procedure*

RFP for Empanelment of Service Provider for OMR based Examination Management System

	* The SOP will be shared with all the empanelled vendors post signing of the contract.
SoW	Scope of Work
SP	Service Provider
SRS	Software Requirements Specifications
TEC	Tender Evaluation Committee
TIFF	Tagged Image File Format
Similar Project	<p>Completed projects involving end-to-end implementation of Examination Management System with minimum of 10 lac candidate registration cumulatively in the past three year for any Govt. Organization/PSU/Educational Institution.</p> <p>Project should cover the following components:</p> <ul style="list-style-type: none"> • Registration / Fees Collection • Admit card issuance • Secured Paper delivery System (Paper Setting-optional) • Actual Examination (Centres with facilities/security as per SOPs) • Invigilation-Attendance Management • Digital Evaluation-Integration/Scanning of offline exam papers/results-repository • Digital Moderation • Results (Raw) (Reports) • Revaluation • Post Exams Support <p>Notes: Project should have been implemented in last 3 years, as on date of the bid submission.</p> <p>Completed Projects: 'Go-Live'/Completion certificate required to be submitted AND Client appreciation letter (If available)</p> <p>Sole bidder/ or any member of consortium can have the experience for paper setting.</p>
Last 3 financial years	<p>The last three financial years are 2016-17, 2017-18 and 2018-19.</p> <p>If audited statement is not available for 2018-19, then the bidder to furnish undertaking that audited statement for FY 2018-19 is not available. Those bidders can furnish audited financial Statement for 2015-16, 2016-17 and 2017-18.</p> <p>After on-boarding of Service Provider, Service Provider needs to submit audited balance sheet of 2018-19 (mandatory)</p>
Examination Cycle	<p>Examination cycle comprises of all the stages starting from registration, admit card issuance, paper setting, examination conduction, raw results declaration, final result declaration to closure of the examination process for a particular examination. The modules may increase or decrease as per the requirement of departments.</p> <p>A Student/candidate is expected to register once per cycle if eligible.</p>
Session	Session is one time slot for examination

2 Invitation for Proposal

2.1 RFP Notice

This RFP Document is being published by the MahaIT, for “Empanelment of Service Provider for the OMR based Examination Management System for Government of Maharashtra”.

Bidder agencies are advised to study this RFP document carefully before submitting their proposals in response to the RFP Notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.

This RFP document is not transferable.

2.2 Critical Information

#	Information	Details
1.	Project Name	OMR based Examination Management System
2.	RFP reference No and Date	Tender No.: MahaIT/PRJ/178/01/2020 Dated 13/03/2020
3.	Tender Fee	INR 20,000/- (Rupees Twenty thousand Only)
4.	Earnest Money Deposit	INR 6,00,000 (Rupees Six Lakhs Only) EMD to be paid in the form of Bank Guarantee only. It should be issued by a Nationalized Bank or Scheduled Bank and drawn in favour of “Maharashtra Information Technology Corporation Limited”, payable at Mumbai valid for 180 days from the last date of submission of bid. The scanned copy of the same must be uploaded on e-tendering site.
5.	Bid Validity Period	180 Days from the Date of Opening the Bid
6.	Last date for submission of written queries for clarifications	Bidders shall have to send pre-bid queries on email to tenders.mahait@maharashtra.gov.in on or before 18-Mar-2020 by 6 PM
7.	Date & Time of pre-bid meeting	20-Mar-2020 at 3 PM
8.	Last date (deadline) for receipt of proposals in response to RFP notice	30-Mar-2020 up to 5 PM
9.	Date, Time and Place of opening of Technical proposals received in response to the RFP notice	31-Mar-2020 at 11 AM MahaIT Corporation 3 rd Floor, APEEJAY House,

#	Information	Details
		Near KC College, Churchgate, Mumbai – 20
10.	Date, Time and Place of opening of Financial proposals received in response to the RFP notice	To be Informed Later
11.	Presentation / demo on technical solution by bidders	To be Informed Later
12.	Email ID for Contact and queries	tenders.mahait@maharashtra.gov.in
13.	Addressee and Address for the EMD & Tender Fees are to be submitted	Addressee: The Managing Director Address: MahaIT Corporation 3 rd Floor, APEEJAY House, Near KC College, Churchgate, Mumbai - 20
14.	Email ID, Phone No.:	Email Id: tenders.mahait@maharashtra.gov.in Phone No: 022-22174600
15.	Submission Type	Online* The detailed information regarding the submission can be obtained from the website: www.mahatenders.gov.in

2.3 Project Background

MahaIT, Government of Maharashtra undertakes various e-governance and IT projects for Government of Maharashtra. Its primary role is to enable all the departments of the Government in their digital journey. MahaIT not only helps setup IT infrastructure critical for the state but also facilitates Government departments with policies, guidelines and empanelment for various IT functions.

Different government departments undertake various examinations for recruitment, promotions and other needs as per the standardised procedures laid down by the General Administration Department. For each of these examination processes, one of the important steps is a written test.

In order to streamline the process of conducting test, it has been decided to undertake these tests using OMR sheets. And to facilitate uniform structure, MahaIT has decided to empanel Service Providers to provide these standardised formats for conducting OMR test using a robust examination management system.

Multiple Service Providers qualifying the set technical criteria and commercial evaluations will be empanelled to provide the OMR based examination management system and department will be free to choose any of them to execute the exams on the rates discovered through this RFP process.

2.4 Objectives of the initiative

The main objective of this initiative is to get multiple Service Providers on board with a standardised format at a discovered price. The System shall ensure the following

- Comprehensive System to manage large scale exams
- Transparent & efficient examinations and evaluation
- Electronic storage of results and papers till a defined timeline for reference
- Adherence to predefined SOPs by the Government.

This project will also establish the best practices & effort estimates for the state-wide initiative. These best practices shall focus on following aspects:

- **Efficient Process Management:** To oversee conduction of exams across the State under a set format, confidential paper setting and streamlined process for the candidates right from registration to fee, exams, evaluation and results etc...
- **Document Handling Process:** OMR sheets shall be stored in a prescribed format for longer duration of time for reference/ usage. The records to be maintained as per the SOP specified by the Government.
- **Multiple Standardized Options:** To undertake examinations of all volumes, departments will have multiple options with the empanelment in place, at the same time ensuring quality and adherence to procedures laid down by Government.
- **Quality Checking:** The most essential part of this initiative is to ensure the quality of output. For this purpose, the roles and responsibilities have been prepared. Through this project, the departments can ensure faster output without compromising on quality.

3 Pre-Qualification Criteria

The bidder (individual firm or a consortium of maximum 2 firms) must meet the following pre-qualification requirements to become eligible for the Technical & Commercial Evaluation.

#	Pre-Qualification Criteria	Proof Document Required
1	<p>The sole bidder OR lead bidder (in case of a consortium)</p> <p>(a) Should have made a payment of INR 20,000 (Rupees Twenty Thousand only) (non-refundable) for the Tender Fee.</p> <p>(b) Should have submitted EMD of INR 6,00,000 (Rupees Six Lakh Only)</p>	<ul style="list-style-type: none"> Cost of tender document must be submitted through E-payment only. EMD should be in favour of "Maharashtra Information Technology Corporation Limited" payable at Mumbai and issued by any scheduled / nationalized bank in the form of original bank guarantee only.
2	<p>The sole bidder OR all members (in case of a consortium) be:</p> <ul style="list-style-type: none"> A company incorporated in India under the Companies Act, 1956 / 2013 and subsequent amendments thereto. Registered with GST Authorities in India Should have their registered offices with legal presence in India Lead Consortium member should be in business of Examination Management System for at least 5 (Five) years as on date of submission of the bid (including name change / impact of mergers or acquisitions). <p>Maximum Two (Lead + 1) companies shall be allowed in a consortium including the lead bidder.</p>	<p>Sole bidder OR all members (in case of a consortium) shall submit the following documents</p> <ul style="list-style-type: none"> Certificate of Incorporation / Registration under companies Act, 1956 or 2013. PAN card. GST certificate. Consortium agreement clearly stating the roles and responsibilities of each member (Refer format given in Annexure VII to this document) Proof (Purchase order) or undertaking from chartered accountant, stating company is into Examination Management System for at least 5 (Five) years as on date of submission of the bid
3	<p>Average annual sales turnover</p> <p>The sole bidder OR consortium combined should have min. average annual sales turnover of INR 30 Crores during the last three (3) audited financial years (defined under glossary) with Lead Member (in case of a consortium) having at least average annual turnover of INR 20 Crs, during the last three (3) audited financial years (defined under glossary).</p>	<p>The sole bidder OR Lead consortium member (in case of a consortium) shall submit following documents:</p> <ul style="list-style-type: none"> Copy of audited financial statements for last (3) financial years. Certificate from the statutory auditor/ CA on the turnover details of the company for last (3) financial years.
4	<p>The sole bidder OR lead bidder (in case of a consortium) must have completed at least one project involving end to end implementation of Examination Management System with minimum of 10 lac candidate registration cumulatively in the past three year for any Govt. Organization/PSU/Educational Institution. Project should cover the following components:</p> <ul style="list-style-type: none"> Registration / Fees Collection Admit card issuance 	<p>The sole bidder OR lead bidder (in case of a consortium) shall submit following documents:</p> <ul style="list-style-type: none"> Work order/ Contract clearly highlighting the scope of work and value of the contract / order. Completion/ Go-Live Certificate issued & signed by the competent authority of the client entity on the entity's

#	Pre-Qualification Criteria	Proof Document Required
	<ul style="list-style-type: none"> Secured Paper delivery System (Paper Setting-optional) Actual Examination (Centres with facilities/security as per SOPs) Invigilation-Attendance Management Digital Evaluation -OMR sheet scanning/ repository Digital Moderation Results (Raw) (Reports) Revaluation Post Exams Support 	letterhead certifying successful execution of project
5	The sole bidder OR any of the consortium members (in case of a consortium) must have completed one project involving OMR based Examination with more than 10 lac candidate registration for any Govt. Organization/PSU/Educational Institution in the past three years, with at least 5 lac registrations in a single examination cycle (as defined in glossary) and a single session of examination (as defined in glossary) conducted with more than 1 lac candidates.	<p>The sole bidder OR any of the consortium member (in case of a consortium) shall submit following documents:</p> <ul style="list-style-type: none"> Work order/ Contract clearly highlighting the scope of work and value of the contract / order. Completion/ Go-Live Certificate issued & signed by the competent authority of the client entity on the entity's letterhead certifying successful execution of project
6	The sole bidder OR any of the consortium member (in case of a consortium) must have completed one project involving setting up of multiple-choice question paper for recruitment/competitive examination comprising of multiple subjects for any Govt. Organization/ PSU/ Educational Institution in the past five years.	<p>The sole bidder OR any of the consortium member (in case of a consortium) shall submit following documents:</p> <ul style="list-style-type: none"> Work order/ Contract clearly highlighting the scope of work specifying the setting of question paper, and value of the contract / order. Completion/ Go-Live Certificate issued & signed by the competent authority of the client entity on the entity's letterhead certifying successful execution of project
7	The sole bidder OR all members (in case of a consortium) should have positive net worth as on Financial year ending 31/03/2019	The sole bidder OR all members (in case of a consortium) shall submit certificate from the Statutory auditor/ Chartered Accountant on the Net Worth of the company as on Financial year ending 31/03/2019.
8	The sole bidder OR any of the consortium member (in case of a consortium) should have an ISO 9001:2015 certification.	The sole bidder OR any of the consortium member (in case of a consortium) shall submit copies of valid certificates in the name of the bidding entity
9	The sole bidder OR lead bidder (in case of a consortium) should have a minimum valid CMMi Level 3 certification as on date of bid submission.	The sole bidder OR lead bidder (in case of a consortium) shall submit copies of valid certificates in the name of the bidding entity
10	The sole bidder OR any of the consortium member (in case of a consortium) should have a valid ISO 27001:2013 certification as on date of bid submission.	The sole bidder OR any of the consortium member (in case of a consortium) shall submit copies of valid certificates in the name of the bidding entity

#	Pre-Qualification Criteria	Proof Document Required
11	The sole bidder OR all members (in case of a consortium) should not have been debarred / black-listed by Central / any State Government in India as on the date of bid submission in last 5 years	<ul style="list-style-type: none"> Self-declaration by the sole bidder OR all members (in case of a consortium) duly signed by the authorized signatory on Non – judicial stamp paper of INR 100/-
12	<p>The sole bidder OR any member (in case of a consortium) should have an office in Maharashtra.</p> <p>Alternatively, if the bidder doesn't have an office in Maharashtra, then they must furnish an undertaking that an office would be established in Maharashtra, within 1 (one) month of signing the contract, to provide support for entire project period.</p>	<ul style="list-style-type: none"> If office is present, then Copies of any two of the followings to be furnished: Property Tax / Electricity / Telephone Bill / GST Registration / Lease agreement If office is not present, then self-certified declaration by the authorized signatory of the bidder should be submitted along with the proposal.

Additional Points:

- i. Any bid failing to meet any of the above eligibility criterias shall be disqualified and will not be considered for technical evaluation.
- ii. Change in bidder status during bidding stage: It is bidder's responsibility to bring any change to MahaIT's notice if there is a change in the status of the bidder during bidding stage, with reference to any of the above mentioned criteria for eligibility.
- iii. In case of a consortium bid,
 - a. Maximum of one consortium member is allowed with the lead bidder.
 - b. The Lead Bidder shall be authorized to sign the Proposal on behalf of the Consortium and do all deeds and acts on behalf of the Consortium. The nomination should be supported by a Power of Attorney in favour of the Lead Bidder.
 - c. The member of the consortium or any other single bidder cannot at the same time be member of any other Consortium.
 - d. All the members of the consortium shall enter into a joint consortium agreement for the purpose of this bid.
- iv. Bidders are advised to study all instructions, forms, terms, requirements and other information in the Bid Documents carefully.
- v. Submission of bid shall be deemed to have been done after careful study and examination of the Bid Document with full understanding of its implications.
- vi. The response to this Bid Document should be full and complete in all respects. Failure to furnish all information required by the Bid Documents or submission of a proposal not substantially responsive to the Bid Documents in every respect will be at the bidder's risk and may result in rejection of its Proposal.
- vii. Additionally, proposals of only those Bidders who satisfy the Conditions of Eligibility, stated herein, will be considered for evaluation by MahaIT.

4 Instructions to Bidder

MahaIT, Govt of Maharashtra, invites reputed bidders to submit their technical proposals and financial offers for the project of 'Empanelment of Service Provider for the OMR based Examination Management System', in accordance with conditions and manner prescribed in this Request for Proposal (RFP) document.

4.1 Purpose

The purpose of this Request for Proposal (RFP) is to empanel Service providers for conducting various departmental/competitive exams for different Departments/Organizations/Authorities under Government of Maharashtra using the OMR based Examination Management System.

This document provides information to enable the bidders to understand the broad requirements to submit their "Bids". The detailed scope of work is provided in Section 5 of this RFP document.

4.2 Cost of RFP

The cost of this RFP document and tender fee is INR 20,000 (Indian Rupees Twenty thousand only). This amount will be non-refundable to the bidders. Bidders will have to pay the cost of the tender document online.

4.3 Completeness of the RFP

Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications. The response to this RFP should be full and complete in all respects. Failure to furnish all information required by the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the bidder's risk and may result in rejection of its Proposal.

4.4 Proposal Preparation Cost

The bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by MahaIT to facilitate the evaluation process, and in negotiating a definitive Contract or all such activities related to the bid process. The department will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

This RFP does not commit the department to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award. All materials submitted by the Bidder shall become the property of the department and may be returned at its sole discretion.

4.5 Pre-Bid Meeting

MahaIT will host a Pre-Bid Meeting for queries (if any) by the prospective bidders. The date, time and place of the meeting are given in Section 2.2. The representatives of the bidders may attend the pre-bid meeting at their own cost. The purpose of the pre-bid meeting is to provide a forum to the bidders to clarify their doubts / seek clarification or additional information, necessary for them to submit their bid.

All enquiries from the bidders relating to this RFP must be submitted to the Managing Director, latest by 18-Mar-2020 by 6 PM. These queries should also be emailed to tenders.mahait@maharashtra.gov.in. The queries should necessarily be submitted in the given format:

Request for Clarification				
Name and Address of the Organization submitting request				
Name and Position of Person submitting request				
Contact Details of the Organization/ Authorized Representative				
Tel:				
Mobile:				
E-mail:				
Sr. No.	RFP Document Reference (Section No.)	RFP Document Reference (Page No.)	Content of the RFP requiring clarification	Clarification Sought
1				
2				
...				

- Queries submitted post the above-mentioned deadline, or which do not adhere to the above-mentioned format; may not be responded to. All the responses to the queries (clarifications / corrigendum) shall be made available on the Mahatenders website
- PURCHASER will endeavor to provide timely response to all the queries. However, PURCHASER makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does it undertake to answer all the queries that have been posed by the Bidders.
- Any modifications of this RFP, which may be necessary because of the pre-Bid Meeting or for any other reason, shall be made available by PURCHASER exclusively through a corrigendum.
- Any such corrigendum shall be deemed to be incorporated into this RFP. In case of any such amendment of the RFP, the Bid submission date may be extended by the PURCHASER in its sole discretion.
- Notifications regarding extensions, corrigendum, will be published on the Mahatender website <https://mahatenders.gov.in/>.

4.6 Amendment of RFP Document

At any time before the deadline for submission of bids, MahaIT for any reason whatsoever, may modify any element of the RFP document by issuing a corrigendum which shall be notified to the bidders via the Mahatenders portal only.

For the sake of interpretation, the content of any corrigenda issued by MahaIT shall be read as a part of the original bid. In each instance in which provisions of the Corrigenda contradict or are inconsistent/ inapplicable with the provisions of the RFP, the provisions of the Corrigenda shall prevail and govern, and the contradicted or inconsistent/inapplicable provisions of the RFP shall be deemed amended accordingly.

MahaIT may in its sole discretion consider extension of deadline for submission of the bids, in order to allow prospective Bidders reasonable time in which to take the amendment into account while preparing their bids.

4.7 MahaIT's rights to terminate the Process

The MahaIT may terminate the RFP process at any time and without assigning any reason. MahaIT makes no commitments, express or implied, that this process will result in a business transaction with anyone. This RFP does not constitute an offer by the MahaIT. The bidder's participation in this process may result in MahaIT selecting the bidder to engage in further discussions and negotiations toward execution of a contract. The commencement of such negotiations does not, however, signify a commitment by MahaIT to execute a contract or to continue negotiations. MahaIT may terminate negotiations at any time without assigning any reason.

4.8 Earnest Money Deposit (EMD)

- Bidder shall furnish, as part of its bid, an Earnest Money Deposit (EMD) of INR 6,00,00 (Indian Rupees Six Lakhs only)
- EMD can be paid in the form of Bank Guarantee only as given below:
 - a. In the Pre-Qualification and technical Envelope, in the form of a Bank guarantee issued by any Nationalized Bank or Scheduled Bank in favor of the “Maharashtra Information Technology Corporation Limited” which should be valid for 180 days from the due date of the tender. Format of the Earnest Money Deposit is given in Section 6.7 of this RFP.

Scanned copy of the EMD should be added to the Pre-qualification & technical proposal submitted online. Physical copy of original EMD needs to be submitted to the address mentioned in Bid control sheet post successful submission of the online bid and before the opening of the bid.

- Earnest Money Deposit submitted in any other form will not be accepted.
- Bidder to furnish valid MSME certification for exemption from EMD.
- EMD of all unsuccessful bidders would be refunded by the Department within three months of the bidder being notified as being unsuccessful or when the Authority cancels the Bidding Process.
- EMD is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it. EMD shall be returned to the successful bidder upon signing of contract.
- The bid submitted without EMD as mentioned above, will be summarily rejected.
- The EMD may be forfeited:
 - i. If a Bidder withdraws their bid or increases their quoted prices during the period of bid validity or its extended period, if any;
 - ii. During the bid process, if a Bidder indulges in any such deliberate act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization.
 - iii. Deliberate attempts by the bidder to share wrong information / manipulate information / hide the facts
 - iv. In the case of a successful bidder, if the Bidder fails to sign the Contract within specified time;
- The EMD of successful bidder shall be returned upon the execution of the contract upon furnishing the Bank Guarantee/Security Deposit. No interest shall be paid by the purchaser on the EMD.

4.9 Submissions of Bids

- Proposals must be direct, concise and complete. It must be submitted online only.
- MahaIT will evaluate the bidder's proposal based on its clarity, relevance and the directness of its response to the requirements of the project as outlined in this RFP.
- Bidders shall furnish the required information on their technical and commercial proposals in the enclosed formats only. In case of any deviations in the format, the bid will be liable for rejection.
- The following points need to be considered while submitting the bids:
 - i. Bidders Tool Kit (detailed Help documents, designed for bidders) has been provided on e-Tendering website <https://mahatenders.gov.in/nicgep/app> in order to guide them through different steps involved during e-Tendering such as online procedure for tender document purchase, bid preparation, bid submission.
 - ii. If any assistance is required regarding e-Tendering (registration / upload / download), please contact e-Tendering Helpdesk, contact details are present on the website.
 - iii. The tender notice/ regular communications shall be uploaded / released on Mahatenders portal. Tender document and clarifications/corrigendum will be published on the Mahatenders portal only.
 - iv. All the bids (Pre-Qualification, Technical as well as Financial) shall have to be submitted online.
 - v. The date and time for online submission shall be communicated on the e-tendering website. The tenderers should ensure that their tender is prepared online before the expiry of the scheduled date and time and then submitted online before the expiry of the scheduled date and time. No delay on account of any cause will be entertained. Offers not submitted online will not be entertained.

- vi. MahaIT may, at its own discretion, extend the date for submission of bids. In such a case, all rights and obligations of MahaIT and the bidders shall be applicable to the extended time frame.
- vii. The offers submitted as documents, by telex/telegram/fax/Email or any manner other than specified in point 'iv' of this section, will not be considered. No correspondence will be entertained on this matter.
- viii. Printed terms and conditions of the bidders will not be considered as forming part of their bid.
- ix. Any further amendments to the RFP will be uploaded only on the Mahatenders portal. Such amendments should be taken into consideration by the bidders while preparing their bids.

4.10 Procedure for Submission of Bids

- To view the tender notice & detailed time schedule for this Tender, kindly visit following e-Tendering website: <http://mahatenders.gov.in>.
- The bidders participating first time for e-Tenders on GoM e-tendering portal will have to complete the Online Registration Process for the e-Tendering portal.
- All bidders interested in participating in the online e-Tendering process are required to obtain Class II or Class III Digital Certificates. The tender should be prepared & submitted online using individual's digital signature certificate.
- The response to the bid should be submitted along with legible, appropriately indexed, duly filled information sheets and sufficient documentary evidence as per checklist provided in this RFP. Responses with illegible, incomplete Information sheets or insufficient documentary evidence shall be rejected.

4.11 Two Envelope Bid System

- Complete bidding process will be online (e-Tendering) in two envelope system. Submission of bids shall be in accordance to the instructions given below:
- Two bid envelope system is as follows:
 - a. Envelope 1: Technical bid including EMD, prequalification & technical proposal (Online) - Bidder should upload information as scanned copies in a single PDF format as mentioned in the RFP. The bidder should include the cover letter with an index page describing the various documents included in the PDF.
 - b. Envelope 2: Commercial Proposal (Online Only) - Bidder should upload the detailed commercial pricing as a part of the commercial proposal cover letter as per the format mentioned in section 8.1 of this RFP and the BOQ in the macro enabled excel format available on the Mahatenders portal.

4.12 Language of Bids

The Bids prepared by the Bidder and all correspondence and documents relating to the bids exchanged by the Bidder and MahaIT, shall be written in English language, provided that any printed literature furnished by the Bidder in another language shall be accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.

If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the bidder.

4.13 Bid Submission Format

The entire proposal shall be strictly as per the format specified in this Request for Proposal. Bids with deviation from this format shall be rejected.

4.14 Documents Comprising of Bids

Following table is provided as the guideline for submitting various important documents along with the bid.

#	Type of Envelope	Documents to be submitted
1	Pre-Qualification Folder	<ul style="list-style-type: none"> ✓ Bid Covering Letter ✓ Power of attorney / board resolution to the authorized Signatory of the Bid ✓ Scanned copy of E.M.D. & Tender Fee ✓ Particulars of the Bidders (in the formats given in Annexure I) ✓ Copy of Certificate of Incorporation ✓ Copy of GST Certificate ✓ Copy of PAN Card ✓ Consortium Agreement (if applicable) ✓ Purchase Order or Certificate from CA, stating company is into Examination Management System for at least 5 (Five) years as on date of submission of the bid. ✓ Copy of Audited Financial Statements for last 3 years ✓ Certificate from the statutory auditor/ CA on the turnover details of the company for last (3) financial years. ✓ Certificate from the Statutory Auditor/ Chartered Accountant towards net-worth of the company as on Financial year ending 31/03/2019 ✓ Details of the project in the relevant format given, towards proof of similar projects (refer Glossary) ✓ Declaration letter that the firm is not blacklisted by Central Government or any State Government organization / department in India at the time of submission of the Bid for last 5 years, in the format given in the RFP ✓ Copies of any two of the followings to be furnished: Property Tax / Electricity / Telephone Bill / GST Registration /Lease agreement to showcase presence of registered office in Maharashtra. Alternatively, if no office present in Maharashtra, an undertaking stating that firm will establish office in Maharashtra, within one month of signing of contract, if selected ✓ Proof of ISO, SEI CMMi certifications ✓ Certificate from HR confirming that the bidder has on its payroll required people with experience. ✓ Statement of Deviation from the RFP Requirements in the Format given the RFP
2	Technical Proposal Folder	<ul style="list-style-type: none"> ✓ Technical Proposal in the format specified in Annexure II ✓ Details of Manpower Resources Proposed ✓ HR Certificate certifying the number of SMEs available with the firm for the question paper setting. Also, HR has to specify the domains of respective SMEs. ✓ Technical Bill of Material (To be Provided by the Bidder) ✓ Format for Authorization Letters from OEMs (if any) ✓ Other Documents (as per requirements of the RFP)
3	Commercial Proposal Folder	<ul style="list-style-type: none"> ✓ Commercial Proposal Cover Letter ✓ Commercial Bid

Bidders shall furnish the required information on their Pre-Qualification, technical and financial proposals in the enclosed formats only. Any deviations in format may make the tender liable for rejection. Disclosure of Commercial information of the bid in Pre-Qualification or Technical Envelope shall also will be the sufficient ground for rejection of the bid.

4.15 Evaluation Process

The Bidder must possess the technical know-how and the financial wherewithal that would be required to successfully provide the services sought by MahaIT, for the entire period of the contract. The Bidder's Bid must be complete in all respect, conform to all the requirements, terms and conditions and specifications as stipulated in the RFP document.

The evaluation process of the RFP proposed to be adopted by the MahaIT is indicated under this clause. The purpose of this clause is only to provide the Bidder an idea of the evaluation process that MahaIT may adopt. However, MahaIT reserves the right to modify the evaluation process at any time during the Tender process, without assigning any reason, whatsoever, and without any requirement of intimating the Bidder of any such change.

MahaIT shall appoint a Tender Evaluation Committee (TEC) to scrutinize and evaluate the technical and commercial bids received. The TEC will examine the Bids to determine whether they are complete, responsive and whether the Bid format conforms to the RFP requirements. MahaIT may waive any informality or nonconformity in a Bid which does not constitute a material deviation according to MahaIT.

There should be no mention of bid prices in any part of the Bid other than the Commercial Bids.

4.16 Evaluation of Technical Bids

The Technical Bids of only those Bidders, who qualify in the Pre-Qualification stage, shall be considered and will be evaluated as per the evaluation criteria in this clause. The decision of the Tender Evaluation Committee in the evaluation of bids shall be final. No correspondence will be entertained outside the process of evaluation with the Committee. The Tender Evaluation Committee may invite each Bidder to make a presentation as part of the technical evaluation.

The TEC may require verbal/written clarifications from the Bidders to clarify ambiguities and uncertainties arising out of the evaluation of the Bid documents. TEC shall evaluate the responses to the RFP and all supporting documents/documentary evidence. Inability to submit requisite supporting documents/documentary evidence by bidders may lead to rejection of their bids.

TEC reserves the right to reject any or all bids. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP. In order to qualify technically, a Bid must secure a minimum of 70% of total marks after summing up. Only those Bids which have a minimum score of 70% of total marks will be considered for opening of their Commercial Bid. However, the MahaIT reserves the right to lower the minimum required marks if none of the Bidders achieve 70% of the total marks. Only the Bids qualifying the technical evaluation will be considered for commercial evaluation.

Technical Evaluation of the bids would be carried out on 4 broad parameters as given below:

1. Bidder's Profile (20% of the total weightage)
2. Bidder's Experience (40% of the total weightage)
3. Quality of Proposal (25% of the total weightage)
4. Personnel (15% of the total weightage)

The 4 evaluation categories would be divided into various sub-categories, as broadly mentioned below:

A] Bidder Profile (20 marks)

Evaluation Criteria	Max Score	Sub-Criteria
Financial Capability of the Bidder	15 marks	<p>The sole bidder OR consortium combined should have min. average annual sales turnover of INR 30 Crores during the last three (3) audited financial years (defined under glossary) with Lead Member (in case of a consortium) having at least average annual turnover of INR 20 Crs, during the last three (3) audited financial years (defined under glossary). For sole bidders/ consortium members, INR 30Crs = 5 Marks</p> <p>Each additional average annual turnover of INR 5 Cr = 2 marks each</p>
Company registered or project office in Maharashtra	5	If the bidder or any of the consortium members (in case of consortium) is having the company registered or project office in Maharashtra as on the date of bid submission

B] Bidder's Experience (40 marks)

Evaluation Criteria	Max Score	Sub-Criteria
Capability of the Bidder to execute "Similar Project" (defined in Glossary)	20	<p>Bidder shall get marks for number of "Similar Projects" (defined in Glossary) implemented as given below:</p> <p>1 Project = 12 Marks</p> <p>Every Additional Project = 2 Marks</p>
Experience of projects of executing OMR based Examination Management	10	<p>The sole bidder OR any of the consortium members (in case of a consortium) must have completed one project involving OMR based Examination with more than 10 lac candidate registration for any Govt. Organization/PSU/Educational Institution in the past three years, with at least 5 lac registrations in a single examination cycle (as defined in glossary) and a single session of examination (as defined in glossary) conducted with more than 1 lac candidates.</p> <p>1 Project = 6 Marks</p> <p>Every Additional Project = 2 Marks</p>
Experience of projects wherein bidder was involved Question Paper Setting as well as Examination Management	10	The sole bidder OR any of the consortium member (in case of a consortium) must have completed one project involving setting up of multiple-choice question paper

Evaluation Criteria	Max Score	Sub-Criteria
		<p>for recruitment/competitive examination comprising of multiple subjects for any Govt. Organization/ PSU/ Educational Institution in the past five years.</p> <p>Bidder shall get marks for number of Projects of similar functionality implemented as given below:</p> <p>1 Project = 6 Marks</p> <p>Every Additional Project = 2 Marks</p>

C] Quality of Bidder's Proposal (25 marks)

Evaluation Criteria	Max Score	Sub Criteria
Technical Solution Proposed	15	<p>Completeness of the Technical Solution= 6 marks</p> <p>Questionnaire setting and maintain the privacy and confidentiality = 2 marks</p> <p>Overall Security and Compliance readiness of the EMS = 2 Marks</p>
		POC of the EMS = 5 marks
Project Management Methodology for Pre-examination phase	5	<p>Completeness of the proposed project plan with proper Timelines, Responsibility Matrix = 3 marks</p>
		Strategy to meet implementation timelines = 2 marks
Project Management Methodology for examination conduction	3	<p>Strategy to conduct examination = 2 marks</p>
		Strategy to collect OMR sheets, security of data collected = 1 mark
Project Management Methodology for the Post examination Phase	2	<p>Strategy to maintain all the SLAs = 1 mark</p>
		Approach and Plan for issue resolution, helpdesk etc. = 1 mark

D] Personnel (15 marks)

Evaluation Criteria	Max Score	Sub-Criteria
Quality of the Manpower Proposed for the project	4	Proposed Project Manager's experience in projects qualifying as per the Glossary definition in the RFP – "Similar Project"

Implementation		At-least 2 projects = 3 marks >= 3 projects = 4 marks
	4	List of SMEs having similar experience in setting up of questionnaire for the examination (for different domains). <=10 Profiles = 3 Marks >=11 Profiles = 4 Marks
	3	Proposed Solution Architect's experience in projects qualifying as per the Glossary definition in the RFP – "Similar Project" At-least 2 projects = 2 marks >= 3 projects = 3 marks
	2	Proposed OMR Expert's experience in projects qualifying as per the Glossary definition in the RFP – "Similar Project" At-least 2 projects = 1 mark >= 3 projects = 2 marks
	2	Proposed Scanning & Digitization Expert's experience in projects qualifying as per the Glossary definition in the RFP – "Similar Project" At-least 2 projects = 1 mark >= 3 projects = 2 marks

Evaluation shall be done based on the information provided in the technical proposal (& subsequent clarification, if any) **and Clarifications / Answers given to the TEC during the Presentation by the bidders.**

All the profiles to be shared as part of the technical proposal in the shared formats only.

Documentary evidence (Copy of completion/ ongoing client certificate and work order/ Contract) will be required for each project citation.

For qualifying experience or credentials projects where prime bidder or consortium member has executed the project as a sub-contractor will not be considered for evaluation purposes.

The proposed Manpower may require entering into Non-disclosure agreement with MahaIT.

4.17 Opening of Commercial Bid

MahaIT will open the Commercial Bids of only Technically Qualified Bidders, in the presence of the nodal officer / designated representatives of the Bidder who choose to attend, at the time, date and place, as decided and communicated by MahaIT.

The Commercial Bids will be evaluated by MahaIT for completeness and accuracy. Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail.

The amount stated in the proposal form, adjusted in accordance with the above-mentioned procedure, shall be considered as binding, unless it causes the overall proposal price to rise, in which case the proposal price shall govern.

If the bidder does not accept the correction of errors, its bid will be rejected, and the bid security may be forfeited.

Evaluation of Commercial bid:

- Bidders to quote one amount for “per candidate registration per examination cycle”
- All bidders scoring more than 70% in the technical criteria will be eligible for Commercial evaluation
- The Bidder quoting the Lowest be will be the designated L1 and the price quoted by L1 will be the empanelment price
- All the bidders will be given commercial rank in ascending order of their quotes.

4.18 Award Criteria

MahaIT will award the empanelment Contract to the top 5 commercially qualified bidders matching the L1 price discovered in the commercial evaluation. No additional cost in any form will be entertained by MahaIT in the contract period.

4.19 Empanelment

A Maximum of 5 Service Providers will be empaneled. Top 5 technically qualified bidders with Lowest quotes (L1-L5) will be given a chance to match the L1 price discovered in the commercial opening and will be eligible for empanelment. In case, any of the top 5 bidders fail to match the L1 price, remaining technically qualified bidders will be given the chance to match the price in the order of their Commercial rank (L6 onwards). MahaIT reserves the right to increase the number of empaneled Service Providers on its discretion (Maximum of 10 bidders).

4.20 MahaIT's Rights to Accept/Reject any or all Proposals

MahaIT reserves the right to accept or reject any proposal, and to annul the bidding process and reject all Bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected bidder or bidders of the grounds for MahaITs' action

4.21 Notifications of Award and Signing of Contract

Prior to the expiration of the period of proposal validity, the bidder will be notified in writing or by email that its proposal has been accepted.

The notification of award will constitute the formation of the Contract. Upon the Bidder's executing the contract with MahaIT, it will promptly notify each unsuccessful bidder and return their EMDs.

At the time, MahaIT notifies the successful Bidder that its bid has been accepted, MahaIT will send the Bidders the Proforma for Contract, incorporating all clauses/agreements between the parties. Within 7 days of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to MahaIT.

4.22 Failure to agree with the Terms & Conditions of the RFP/Contract

Failure of the Bidder to agree with the Terms & Conditions of the RFP/Contract shall constitute sufficient grounds for the annulment of the award of contract, in which event the contract may be awarded to the next most responsive bidder.

4.23 Payment Terms

Once a Service provider enters into a contract with the department, the payment terms for each contract will be as follows:

Total Contract Value for each contract (V) = Number of registration (R) * Price per registration for the applicable slot (P)

Milestones	Amount to be paid (% of total Contract Value (V))
Registration Completion	20%
Admit Card Issuance	30%
Actual Examination Completion	30%
Declaration of Final Results and Closure of Process	20%

4.24 Sample Service Level Agreements

The purpose of this Service Level Requirements/Agreement (hereinafter referred to as SLR/SLA) is to clearly define the levels of service which shall be provided by the Service Provider to the department for the duration of this contract period of the Project.

The SLA defined below provide for minimum level of services required as per contractual obligations based on performance indicators and measurements thereof. The SLAs shall be tracked on a periodic basis and are envisaged to have penalty clauses on non-adherence to any of them.

The bidder shall submit reports on all the SLA and KPI parameters to the department in accordance with the specified formats and reporting periods and provide clarification, if required.

The below SLA is given as a part of Guidelines which can be used by the respective departments while making use of EMS for their respective examinations.

4.24.1 Penalty for Delay in Project Execution

For any delay in design, development, installation and commissioning of the envisaged EMS, department will charge penalty @ Rs. 10,000 per week delay. The Department reserves the right to terminate the contract if the cumulative penalty reaches Rs 1 Lac of the project value at any time during project execution.

4.24.2 Penalty on Application Performance

Sr. No.	Measurement	Definition	Service Level Target	Penalty
1	Average time taken for access to application	Script based checking every 5 minutes daily (8 am to 8 pm) from selected departments, divisional and regional offices (selection may vary from quarter-to-quarter) Quarterly average from the log. Script based checking to be facilitated by service provider. Measurement Interval: Quarterly.	<= Average daily 5 seconds	No Penalty
			> Average daily 5 seconds	Rs. 10,000/- per instance.
2	Update of software documentation including user manuals based in event of changes / upgrades	Bidder is expected to update software documentation within 3 months from date of release of change / upgrade. User manuals have to be updated within 1 month from date of release of change/upgrade Measurement tool: Compliance / deviation statement submitted along with Quarterly SLA report. Measurement Interval: Quarterly	100% compliance	No penalty
			Any non-compliance	0.5% of the of the contract value per weeks delay.
3	Application Uptime	Availability (uptime) of applications for doing business activities, except during scheduled down time as agreed with the department Uptime = {1 - [(Application downtime – maintenance Downtime) / (Total Time – Maintenance Downtime)]} Measurement Tool: Automated measurement tool to be developed as part of SLA monitoring tool to provide metric values against this parameter. Measurement Interval: Quarterly	<=99% up time	No penalty
			> 99% <=97% up time	0.5% of the contract value
			<97%	1 % of the Contract value.
4	Non-Submission of Project Status report	The project stats report needs to be submitted time to time. The report format will be finalized in the Project Kick-off meeting. Project Status report should reach department on or before 1st Day of every Month.	1 st Default	Rs 10,000
			2 nd Default	Rs 20,000
			3 rd Default and subsequent defaults	Rs 30,000 per default

4.24.3 SLA for Helpdesk Support

S. No	Measurement	Definition	Calculation Period	Reporting Period	Target	Penalty
1	Helpdesk Response time	Time taken for sending email response & ticket assignment from the time of registering of request. Must be achieved within agreed timeline for resolution for at least 95% of the cases in a quarter.	1 st working day to the last working day of each calendar month	Monthly	<= 2 hours	No penalty
					>2 hours and <=8 hours	3% of the contract value (per exam value)
					>8 hours	5% of contract value (per exam value)
2	Resolution of incidents	Resolution of Critical incidents (Critical: There is a problem with entire or part of IT service which cannot be used for normal business activities impacting users or More than one department users has the issue of operating on the EMS application or any functionality of the application or Security related issues or Any problem due to which 100 or more users cannot access the EMS.	1 st working day to the last working day of each calendar month	Monthly	<= 2 hours	No penalty
					>2 hours and <=4 hours	3% of contract value (per exam value)
					>4 hours	5% of contract value (per exam value)

S. No	Measurement	Definition	Calculation Period	Reporting Period	Target	Penalty
3	Resolution of incidents	Resolution of Medium level incidents (Medium Level: Any problem due to which 10 to 99 users cannot access EMS or Any incident which is classified as "Critical" for which an acceptable (by department) workaround has been provided)	1 st working day to the last working day of each calendar month	Monthly	<= 4 hours	No penalty
					>4 hours and <=8 hours	1% of contract value (per exam value)
					>8 hours	3% of contract value (per exam value)
4	Resolution of incidents	Resolution of Low level incidents (Low level: Which is not included in the critical or medium levels)	1 st working day to the last working day of each calendar month	Monthly	<= 1 day	No penalty
					>1 day <=3 days	1% of contract value (per exam value)
					>3 days	5% of contract value (per exam value)

4.25 Penalties

The Penalty shall be calculated on a monthly/quarterly basis and it would be the responsibility of the Service Provider to provide the tools and respective reports for monitoring of the SLAs as specified in the above sections.

All the penalties mentioned in the above sections are exclusive to each other.

In the event of any of the above happening, it shall be governed by the terms & conditions of the agreement.

Planned Down-time (during non-working hours) is not considered for penalty calculation. Service Provider will have to take at least 3 days prior permission from the Department for the planned downtime; however, during the peak period the Service Provider can take immediate permission from the department.

4.26 Terms and Conditions of the Tender

An empanelment contract to be signed between MahaIT and empanelled service provider, whereas the departments will sign another contract with the chosen service provider from the empanelled list of the service providers against each exam/project. Terms and conditions of both the contracts to be adhered by the service providers during the entire contract period.

5 Scope of Work

5.1 General Scope of Work

The proposed OMR based EMS solution for the automation of the examination process would involve implementation, operations and maintenance services starting from exam scheduling to hall ticket generation to online QP delivery in a secured environment to online evaluation of AS to result processing & publishing to digitally authenticating the certificates & mark sheets and finally up to printing of reports etc.

The Service Provider (SP) shall be responsible to ensure that all the underlying hardware, software and services are installed and managed by them to ensure conformance to service levels as per the scope of work provided in the RFP. An indicative infrastructure resources, technology solution delivery and continued support to the project, according to the considered opinion of the department include the following. This list is not exhaustive, and the EMS shall not be responsible for completeness of the resources listed herein and, therefore, the bidder is expected to have the required professional expertise and experience to ensure conformance to the requirements of the solution and SLAs as per the RFP.

- Implementation of a robust Application Software for handling the proposed Examination Management System fully configurable to the requirements with necessary system applications and utility tools
- Handling of Complete Project Management of the proposed OMR based EMS solution
- Setting up of required Computer Hardware such as servers, desktops, printers, scanners etc. along with required networking infrastructure
- Ability to seamlessly integrate the proposed OMR based EMS with other legacy and upcoming systems with respect to the examination system.
- Continued Operation and trouble-free maintenance of the proposed OMR based EMS solution and IT infrastructure for a period of six years after 'Go Live'
- Providing Managed services support in a distributed environment covering the affiliated colleges, regional Centres, evaluation Centres etc. to ensure optimal performance
- The proposed solution should cater to the current and future demands of the EMS w.r.t. to the increase in the number of students, colleges and faculties etc.
- The proposed solution should have the ability to seamlessly integrate and function across various devices such as desktops, laptops, tablets and mobile devices etc.
- The proposed OMR based EMS solution shall have suitable quality and data security control systems tightly integrated including data protection, intrusion detection and log report generation etc. for enhanced security of the crucial data pertaining to examination processes
- Service Provider should be able to hold exam for any strength of session/s as desired by the Department. Failing which, the department may initiate termination of the contract without paying any payments due towards the service provider and may be removed from the empanelment list by MahaIT.

5.2 Software Customization/Development

The envisaged OMR based EMS solution should undertake end to end examination process for all departments across the state.

The Service Provider should refer to the various GRs, Manuals and SoPs issued by GAD while developing/customizing the application.

The high-level functional requirements are given in Annexures V and VI of this RFP. However, the Service Provider and department may mutually alter the requirement specifications to ensure conformance to the requirements of the solution and SLAs as per the RFP.

The solution would be based on a Service Oriented Architecture (SOA) which would help in data exchange across applications in real-time mode (both synchronous and asynchronous), promote loose coupling with ease

of maintenance and change, facilitate rapid composition of complex services, achieve scalability through modularity, and improved business visibility.

Service Provider Responsibility during Application Development Phase

- Study the processes and functional requirements suggested by the department or its representatives
- Design the technical architecture and the framework by which the applications / modules can fulfil the specified requirements
- Design, develop, test, implement the applications as per the requirements of the department
- Prepare UAT criteria and parameters and get the system signed-off to the satisfaction of the department
- Prepare various technical documentations such as SRS, User Manuals, UAT reports, etc. and maintain versions of the same.

The selected bidder should ensure that the system complies with relevant defined industry standards (their latest versions as on date) wherever applicable. Also, the application should be compliant to the GRs issued by DIT, and GoI with respect to the security and other compliances. This will apply to all the aspects of solution including but not limited to its design, development, security, installation, and testing. The suggested architecture must be scalable and flexible for modular expansion.

5.3 IT Infrastructure and Service

- A. All required IT infrastructure will be installed and managed by the Service Provider during the subsistence of the contract. Some of the indicative IT infrastructures are given below and it's the responsibility of the Service Provider to deploy the IT infrastructure as deemed fit to ensure "the scope of services" as per the RFP is delivered:
- a. Suitable and adequate number of Computer Servers, desktop computers, networking, printers, storage and system utility tools should be installed for the examination management system.
 - b. Disaster Recovery Centre (DRC) in a different seismic zone should be provided and managed ongoing basis by the Service Provider during the duration of the contract period
 - c. Required computer systems' and other IT assets along with system utility tools should be installed by the Service Provider at identified exam Centres to enable QP delivery.
 - d. Required systems, scanning facility and system utility tools should be Installed by the Service Provider at each identified regional centres / scanning centres for Answer Sheet (AS) scanning and to enable distributed evaluation by registered faculties.
 - e. Required Standard Operating Procedures (SoP) should be put in place by the Service Provider to continually maintain the said project with 99% uptime.
 - f. Required software application module should ensure 100% -compliance to the examination life cycle for the distributed services such as Hall Ticket Generation, QP Delivery, Scanning Operations, digital Evaluation, Online Publishing of results, enable printing of mark sheets and award of relevant certificates, etc.
 - g. Suitable technical Help desk should be installed by the Service Provider to provide both voice-based (in English, Marathi and Hindi) and system-based support.
- B. The EMS shall provide the following facilities and approvals to the Service Provider without any cost consideration and on time to implement the said project flawlessly:
- a. Enough space in the EMS to set up Nodal Centre, space in the exam centres to set up QP delivery facilities and required space in each of the regional centres of the EMS for scanning the Answer Sheets and enabling distributed evaluation. The facilities provided will have suitable power, back-up power, internet bandwidth along with redundancy as per the spec given by the Service Provider and additionally Air conditioners in the nodal centre and scanning centres.
 - b. The hardware required for accessing and printing the question papers at each exam

centre will be provided by Service Provider

- c. Faculties, examiners, officials and support staff to manage the academic part of the OMR based EMS project such as QP setting, QP printing at exam centre, AS evaluation, result processing and moderation and approvals etc.
- d. Data of the candidates and other relevant data in electronic format and duly validated by the office of the Competent Authority should be given to the Service Provider to be uploaded into the system,
- e. Exam schedule, fees details, attendance details should be either directly entered into the system provided by the Service Provider or will be provided in electronic format duly validated by the office of the Competent Authority so as to upload the same by the Service Provider
- f. All activities broadly under the aegis of Academic Administration shall be undertaken by the EMS while the activities under the broader aegis of technology Administration of the OMR based EMS project will be undertaken by the Service Provider.

5.4 Assistance to Third Party Auditor Appointed by the Department

The department may appoint Third Party Auditor (TPA) at its own cost to conduct the technical review and audits of work performed by Selected Bidder. Selected Bidder shall provide access of the systems as required by TPA for conducting the audits etc. Gaps/ issues identified by the TPA will be decided mutually between Department and Selected Bidder and shall further be taken up for resolution by Selected Bidder.

5.5 Managed Application Service

The complete OMR based EMS project management and operation should be delivered as managed services as per the scope of work with full responsibility and accountability of the IT administration by the Service Provider. Under no circumstances the Service Provider shall have access to the academic data of the proposed OMR based EMS project such as QP, AS, mark details etc and the Service Provider shall ensure the proposed system is built based on this specific requirement of the EMS. It should be clearly understood that the Service Provider shall be only the technology platform provider for managing the examination services using the technology platform and shall have no administrative control on the conduct of the examination processes in whatsoever manner.

5.6 Duration

The initial duration of the empanelment shall be for a period of 5 years. On completion of the five-year term, the empanelment may be further renewed after mutual discussions and consideration of any special terms that may be added, amended or existing terms that may be deleted.

5.7 The Geographical Scope of the Project

The proposed OMR based EMS solution will be undertaken in all departments and all location across the state of Maharashtra.

The regional centres of the EMS for Scanning of AS and enabling distributed evaluation. Evaluation will happen at designated exam central location. Scanning of OMRs, verification and result publishing all shall be done by the Service Provider.

5.8 Implementation

The EMS Solution shall be implemented within the stipulated time which shall be communicated to the successful bidder while awarding the Letter of Intent. The lead time that will be given to the successful bidder shall be not more than 30 days to set up the project and go live for the exam cycle under consideration.

5.9 Training and Support

The successful bidder shall provide training on the implementation of the project to all stake holders viz., office of the Competent Authority (Exam Controller), department nodal officers, examination centre faculties/personnel etc and should provide standard training manual as part of the training processes.

Service Provider must ensure the effectiveness of all training sessions through evaluation of the training sessions. For any training sessions to be successful at least 80% of the user should have minimum score of 70%. If any training sessions score is not met to the desired level, then the same training session to be conducted once again.

The successful bidder shall also ensure setting up of technical help desk (in English, Marathi and Hindi) before the project goes live and demonstrate the same to the office of the Competent Authority (Exam Controller) and department officials.

5.10 Maintenance & Upgradation

The successful bidder should ensure the project installed shall be maintained to its optimal performance during the contract period and continuous upgradation of the IT systems and application software application are done to give the best of the deliverables to the EMS under the said project.

The Service Provider needs to consider and envisage all services that would be required in the maintenance of the smooth functioning of the system in order to comply the SLA set by the concerned departments. O&M for all purposes means an Annual Maintenance Contract (AMC), warranties, ATS (Annual Technical Support) for all applications and interfaces provided, quoted and developed by the Service Provider and all other costs necessary and incidental for the maintenance and support of the infrastructure and equipment provided by the Service Provider. The Service Provider shall always maintain 99% uptime, during the implementation of the OMR based EMS project.

The O & M services would at least include:

- System Administration
- Fixing any vulnerability
- Software Distribution
- Software License Management
- Software maintenance
- Updates/Upgrades/New releases/New versions
- Database Administration activities for Database
- Operations Management with SLA compliance through SLA Monitoring tools
- Warranty

The Bidder will be solely responsible for providing and maintaining all services as mentioned in this RFP and for all interfaces developed for this application.

Restore to Service – Provide standard maintenance services including

- Diagnostics and troubleshooting
- System & component maintenance
- Configuration changes, tracking, and documentation
- Upgrade / Enhancement/Version Control
- The maintenance for the services would be for all the services procured or provided by the Bidder under this RFP.

5.11 Point of Contact

The Service Provider shall provide a single point of contact as below who will be responsible for the implementation and overall maintenance of the EMS Solution. In case of any change in the contact person at a later point of time the Service Provider should communicate the same to the authorities.

Name:

Designation:

Phone No:

Email Id:

5.12 Other Important Guidelines for OMR based EMS Tender

- The examination delivery system must provide for safe and secure testing and scoring environment
- The system must employ a framework that ensures the most efficient processing time.
- The system must allow for both the scoring of objective and subjective responses e.g. open ended and constructed response questions.
- The system must provide for real time, live reporting of scoring progress and accurate time projections for reporting of results.
- The system must employ a flexible framework that allows for real-time adjustments in scoring rubrics and for reporting of results.
- Data resulting from system should be compatible reliable data management system
- The system must allow real time monitoring and evaluation of test scores and questions by Administrators.

5.13 Governing Law and Jurisdiction

The bids shall be subject to the governing laws of India and the legal jurisdiction shall be Mumbai, India for any legal disputes.

5.14 Guidelines for Setting Question papers for OMR based EMS

The Service Provide must ensure the question paper setting to follow the SOPs of government. The SOP of setting the question paper will be issued by GAD. Also, the Service Provider to consider the following while submitting the Proposal to MahaIT;

- 1- How many SMEs to be involved in Question Paper Setting
- 2- The minimum qualification of SMEs for setting the question paper.
- 3- How the secrecy and confidentiality is going to be maintained
- 4- Are the SMEs to be outsourced or will they be hired/on roll of Service Provider.
- 5- Where do these SMEs will operate from.
- 6- Sample SMEs CVs to be provided along with the proposal (at least 10 SMEs CVs to be shared).
- 7- Demonstrate the how question paper database is formed.

Note: This will be form as a part of technical evaluation under the criteria of Quality of Proposal.

5.15 Role of Stakeholders

5.15.1 Role of MahaIT

The role of department in the successful implementation of the solution includes discharging the following responsibilities:

- Receive and evaluate proposals / suggestions from the bidders for empanelment.
- Finalization of the empanelment of the Service Providers for the EMS.
- Review, provide feedback for the examination process conducted
- To facilitate in issuing GRs with respect to the use of the EMS across the state.
- Coordinate with GAD for issuing SoPs for conducting exams in the state.

5.15.2 Role of Department

- Appoint one Service Provider among the empanelled Service Provider.

- Appoint nodal officer for the implementation of the OMR based EMS in the department.
- Discuss with the Service Provider to make the customization (if any) required in the system for their respective departments.
- Finalizing the customization effort after due discussion with DIT/MahaIT.
- Will be responsible for the physical custody of the QPs and AS.
- Will schedule examination, monitor and supervise end to end examination process.
- Will review questionnaire and evaluation of the results done by Service Provider.
- Will be responsible for shortlisting, reviewing and finalizing candidate.
- Will be responsible to issue any manuals/SoPs/guidelines for implementation of online OMS based EMS.

5.15.3 Service Provider Roles and Responsibilities

- Design, develop, implement and maintain OMR based EMS for the state of Maharashtra as per the SoP issued by GAD and any other GRs/Guidelines issued by the Government of Maharashtra.
- Provide technical assistance to the department for effective implementation of the project.
- Coordinate with departments in promoting and encouraging the use of OMR based EMS solution for the state.
- Project management support to department throughout the span of the project.
- Coordination and provide close tie-ups with all the stakeholders in the Project at all levels, including field level.
- Help build capacity for the staff and executive resources at all levels, by providing necessary training and undertaking awareness campaigns.
- Coordinate and facilitate interactions between the various stakeholders.
- As an empanelled Service Provider, be responsible for carrying out the complete scope of the work as defined in the Section 5 of the document.
- To make sure that the services requested for the help desk are of high quality
- To ensure that the staff deployed in the Project adheres to the defined roles and responsibility and any other responsibility requested by the department.
- Customize any requirement in the software/application to comply to the requirement of the respective departments.
- Service Provider should be able to hold exam for any strength of session/s as desired by the Department. Failing which, the department may initiate termination of the contract without paying any payments due towards the service provider and may be removed from the empanelment list by MahaIT.
- The service provider to ensure transferring of all data in the most secured manner to the department as and when requested by the department and also to ensure migration of entire data to any other service provider as selected by the department.
- The service provider must ensure the entire end to end examination management system should be followed as per the SOP in the most secured and confidential manner as directed by the department.

6 Annexure I: Instructions for Pre-Qualification Bid

6.1 Pre-Qualification Cover Letter

Date: dd/mm/yyyy

To

Managing Director,
MahaIT Corporation
3rd Floor, APEEJAY House,
Near KC College, Churchgate, Mumbai - 20

Sub : Selection of Service Provider for the Project "Empanelment of Service Provider for the OMR based Examination Management System for Government of Maharashtra"

Ref : Tender No.: MahaIT/PRJ/178/01/2020 Dated 13/03/2020

Dear Sir,

Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the professional services as required and outlined in the RFP for the Appointment of Service Provider for the Project **"Empanelment of Service Provider for the OMR based Examination Management System for Government of Maharashtra"**.

We attach hereto our responses to pre-qualification requirements and technical & commercial proposals as required by the RFP. We confirm that the information contained in these responses or any part thereof, including the exhibits, and other documents and instruments delivered or to be delivered to MahaIT, Govt. of Maharashtra, is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the department in its short-listing process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the selection process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so.

We agree for unconditional acceptance of all the terms and conditions set out in the RFP document and also agree to abide by this tender response for a period of 90 days from the date fixed for bid opening.

We agree that you are not bound to accept any tender response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ services specified in the tender response.

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Signature of Authorized Signatory (with official seal)

Name :
Designation :
Address :
Telephone :
E-mail address :

6.2 Checklist for the documents to be included in the Pre-Qualification Envelope

#	Documents to be submitted	Submitted (Y / N)	Documentary Proof (Page No.)
1.	Bid Covering Letter		
2.	Power of attorney / board resolution to the authorised Signatory of the Bid		
3.	Scanned copy of E.M.D. of Rs. 6,00,000/- & Tender Fee of Rs. 20,000/-		
4.	Particulars of the Bidders (in the formats given subsequently)		
5.	Copy of Certificate of Incorporation		
6.	Copy of GST Certificate		
7.	Copy of PAN Card		
8.	Consortium Agreement (if applicable)		
9.	Purchase Order or Certificate from CA, stating company is into Examination Management System for at least 5 (Five) years as on date of submission of the bid.		
10.	Copy of Audited Financial Statements for last 3 years		
11.	Certificate from the statutory auditor/ CA on the turnover details of the company for last (3) financial years.		
12.	Certificate from the Statutory auditor/ Chartered Accountant towards net-worth of the company as on Financial year ending 31/03/2019		
13.	Details of the project in the relevant format given, towards proof of similar projects (refer Glossary)		
14.	Declaration letter that the firm is not blacklisted by Central Government or any State Government organization/ department in India at the time of submission of the Bid for last 5 years, in the format given in the RFP		
15.	Copies of any two of the followings to be furnished: Property Tax / Electricity / Telephone Bill / GST Registration /Lease agreement to showcase presence of registered office in Maharashtra. Alternatively, if no office present in Maharashtra, an undertaking stating that firm will establish office in Maharashtra, within one month of signing of contract, if selected		
16.	Certificate from HR confirming that the bidder has required number of SMEs for setting the question paper for OMR based examination, with experience.		
17.	CVs of the Proposed Personnel as mentioned under Section "Personnel" of the Technical Evaluation criteria		
18.	Proof of ISO, SEI CMMi certifications		
19.	Statement of Deviation from the RFP Requirements in the Format given the RFP		

6.3 Format to share Bidder's Particulars

S. No	Description	Details (to be filled by the responder to the RFP)
1.	Name of the company	
2.	Official address	
3.	Phone No.	
4.	Corporate Headquarters Address	
5.	Web Site Address	
6.	Details of Company's Registration (Please enclose copy of the company registration document)	
7.	Name of Registration Authority	
8.	Registration Number and Year of Registration	
9.	Quality Certificates (ISO 9001/SEI CMMI) and its validity	
10.	GST Registration No.	
11.	Permanent Account Number (PAN)	
12.	Company's Revenue for last 3 years (Year wise)	
13.	Company's Profitability for the last 3 years (Year wise)	

Please submit the relevant proofs for all the details mentioned above along with your Bid response.

Contact Details of officials for future correspondence regarding the bid process:

Details	Authorized Signatory	Secondary Contact
Name		
Title		
Company Address		
Phone		
Mobile		
E-mail		

The format to be used for both Bidder and Consortium members (if any).

6.4 Format to share Bidder details

Name of the Bidder		
Heading1	Sub - Heading	Details
Financial Capability	Average annual turnover during the last three (3) audited financial years (FY 2016-17, FY 2017-18, FY 2018-19) (in INR crores) #	
	Net Worth as on Financial year ending March 31, 2019 (in INR crores) #	
# List of the Projects considered for implementation of Examination Management System with minimum of 10 lac candidate registration cumulatively in the past three year for any Govt. Organization/ PSU/ Educational Institution	1. 2. 3.	
# List of the Projects considered for implementation of OMR based Examination with more than 10 lac candidate registration for any Govt. Organization/PSU/Educational Institution in the past three years, with at least 5 lac registrations in a single examination cycle (as defined in glossary) and a single session of examination (as defined in glossary) conducted with more than 1 lac candidates	1. 2. 3.	
# List of projects considered for setting up of multiple-choice question paper for recruitment/competitive examination comprising of multiple subjects for any Govt. Organization/ PSU/ Educational Institution in the past five years	1. 2. 3.	

Please submit Statutory auditor/ CA Certification for Average annual turnover during the last three (3) audited financial years (FY 2016-17, FY 2017-18, FY 2018-19) and Net Worth as on March 31, 2019. Also, attach the Auditor Certified financial statements for the last three financial years; 2016-17, 2017-18, and 2018-19.

The format to be used for both bidder and consortium member (if any).

6.5 Format for Declaration by the bidder for not being Blacklisted / Debarred

(To be submitted on the Letterhead of the responding firm)

Date: dd/mm/yyyy

To

Managing Director,
MahaIT Corporation
3rd Floor, APEEJAY House,
Near KC College, Churchgate, Mumbai – 20

Sub : Declaration for not being debarred / black-listed by Central / any State Government department in India as on the date of submission of the bid

Dear Sir,

I/We, the undersigned, herewith declare that my/our company (<-- name of the firm -->) has not been debarred / black-listed by Central / any State Government department in India as on the date of submission of the bid.

Thanking you,

Yours faithfully,

Signature of Authorized Signatory (with official seal)

Date :
Name :
Designation :
Address :
Telephone :
E-mail address :

6.6 Format for Statement of Deviation from the RFP Requirements

Date: dd/mm/yyyy

To

Managing Director,
MahaIT Corporation
3rd Floor, APEEJAY House,
Near KC College, Churchgate, Mumbai – 20

Sub : Selection of Service Provider for the Project “**Empanelment of Service Provider for the OMR based Examination Management System for Government of Maharashtra**”

Ref : Tender No.: MahaIT/PRJ/178/01/2020 Dated 13/03/2020

Dear Sir,

I would like to herewith state that in the proposal submitted by M/s. -----, there are no deviations from the RFP Requirements / Terms & Conditions. The entire work shall be performed as per the project requirements.

OR (Strike out whatever is not applicable)

I would like to herewith state that in the proposal submitted by M/s. -----, following is the exhaustive list of deviations and variations from the RFP requirement. Except for these deviations and variations, the entire work shall be performed as per your specifications and requirements mentioned in the RFP.

Sr. No.	Reference of RFP Clause No.	Reference of RFP Page. No	Deviation in the Bid	Brief Reasons

Yours faithfully,

(Signature of Authorized Signatory)

Name :

Designation:

6.7 Format of Earnest Money Deposit

Date: dd/mm/yyyy

To

Managing Director,
MahaIT Corporation
3rd Floor, APEEJAY House,
Near KC College, Churchgate, Mumbai – 20

Whereas <<Name of the bidder>> (hereinafter called Service Provider') has submitted the bid for Submission of Tender No.: MahaIT/PRJ/178/01/2020 Dated 13/03/2020 for **"Empanelment of Service Provider for the OMR based Examination Management System for Government of Maharashtra"** (hereinafter called "the Bid") to <<Purchaser>>.

Know all Men by these presents that we <<.....>> having our office at <<Address>> (hereinafter called "the Bank") are bound unto the << Purchaser >> (hereinafter called "the Purchaser") in the sum of INR 6,00,000 (Rupees Six Lakhs Only) for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this <<Date>>.

The conditions of this obligation are:

1. If the Bidder having its bid withdrawn during the period of bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of validity of bid
 - a) Withdraws his participation from the bid during the period of validity of bid document; or
 - b) Fails or refuses to participate in the subsequent Tender process after having been short listed;
 - c) Fails to submit the Performance Bank Guarantee as specified in the terms and conditions of the RFP;

We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to <<insert date>> and including <<extra time over and above mandated in the RFP>> from the last date of submission and any demand in respect thereof should reach the Bank not later than the above date.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN:

- I. Our liability under this Bank Guarantee shall not exceed INR 6,00,000 (Rupees Six Lakhs Only)

II. This Bank Guarantee shall be valid up to <<insert date>>)

It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this Bank Guarantee that we receive a valid written claim or demand for payment under this Bank Guarantee on or before <<insert date>>) failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

7 Annexure II: Formats for Technical Bid

7.1 Format to share Project Details

Name of the Project	
General Information	
Client for which the project was executed	
Name and contact details of the client	
Project Details	
Description of the project	
Scope of work of the Bidder	
Deliverables of the Bidder	
Technologies used	
Outcomes of the project	
Other Details	
Total cost of the project	
Total cost of the services provided by the bidder	
Duration of the project (no. of months, start date, completion date, current status)	
Other Relevant Information	
Mandatory Supporting Documents:	
<ul style="list-style-type: none"> • Work order / Purchase order / Contract for the project • Client Certificate giving present status of the project and view of the quality of services by the bidder 	

Note: The Bidder is required to use above format for all the projects referenced by the bidder for the pre-qualification criteria and technical bid evaluation.

7.2 Format for sharing Manpower details

7.2.1 Details of Manpower Resources Proposed

#	Name of the Resource	Proposed Role	Highest Qualification	Total Experience (in years)	Total Relevant Experience for the proposed position (in years)

7.2.2 CV of the Key Manpower proposed to be submitted in the following format

1	Name of the Staff																						
2	Current Designation in the Organisation																						
3	Proposed Role in the Project																						
4	Proposed Responsibilities in the Project																						
5	Date of Birth																						
6	Education	<ul style="list-style-type: none"> ▪ Degree / Diploma, College, University, Year of Passing ▪ Degree / Diploma, College, University, Year of Passing 																					
7	Summary of Key Training and Certifications	<ul style="list-style-type: none"> ▪ ▪ 																					
8	Language Proficiency	Language	Reading	Writing	Speaking																		
9	Employment Record (For the total relevant experience)	<table border="1"> <tr> <td>From / To:</td> <td></td> </tr> <tr> <td>Employer:</td> <td></td> </tr> <tr> <td>Position Held:</td> <td></td> </tr> <tr> <td>From / To:</td> <td></td> </tr> <tr> <td>Employer:</td> <td></td> </tr> <tr> <td>Position Held:</td> <td></td> </tr> <tr> <td>From / To:</td> <td></td> </tr> <tr> <td>Employer:</td> <td></td> </tr> <tr> <td>Position Held:</td> <td></td> </tr> </table>				From / To:		Employer:		Position Held:		From / To:		Employer:		Position Held:		From / To:		Employer:		Position Held:	
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10	Total No. of Years of Work Experience																						
11	Total No. of Years of Experience for the Role proposed																						

12	Highlights of relevant assignments handled and significant accomplishments (Use following format for each project)	
	Name of assignment or project:	
	Year:	
	Location:	
	Client:	
	Main project features:	
	Positions held:	
	Activities performed:	

7.3 Technical Bill of Material for COTS solution, if any (To be Provided by the Bidder)

#	Description	Make & Model	Quantity
Software Details			
1	Details of the COTS Solution, if proposed		
2	Antivirus (Server & Client)		
3	Operating System (Server)		
4	Operating System (Client)		
5	RDBMS		
6	Any Other Software		
Hardware Details			
1	Servers		
2	Desktops		
3	Storage		
4	UPS		
5	Switches		
6	Rack		
7	Any Other Hardware		

- Notes:** 1) The Bidders can add additional line items as per their requirements
2) Bidder should not share any bid price information in the technical proposal

8 Annexure III: Commercial Proposal Formats

8.1 Commercial Proposal Cover Letter

Date: dd/mm/yyyy

To

Managing Director,
MahaIT Corporation
3rd Floor, APEEJAY House,
Near KC College, Churchgate, Mumbai - 20

Sub : Selection of Service Provider for the Project "Empanelment of Service Provider for the OMR based Examination Management System for Government of Maharashtra"

Ref : Tender No.: MahaIT/PRJ/178/01/2020 Dated 13/03/2020

Dear Sir,

We, the undersigned Bidders, having read and examined in detail all the bidding documents in respect of **"Empanelment of Service Provider for the OMR based Examination Management System for Government of Maharashtra"** do hereby propose to provide services as specified in the RFP referred above.

1. Price and Validity

- All the prices mentioned in our Tender are in accordance with the terms as specified in the Tender documents. All the prices and other terms and conditions of this Tender are valid for a period of 180 calendar days from the date of opening of the Tenders.
- We hereby confirm that our Tender prices include all applicable taxes. Taxes are quoted separately under relevant sections, as specified in the RFP formats.
- We have studied the clause relating to Indian Income Tax and hereby declare that if any income tax, surcharge on Income Tax, Professional and any other corporate Tax is altered under the law, we shall pay the same.

2. Unit Rates

We have indicated in the relevant schedules enclosed, the unit rates for the purpose of on account of payment as well as for price adjustment in case of any increase to / decrease from the scope of work under the contract.

3. Deviations

We declare that all the services shall be performed strictly in accordance with the RFP documents and there are no deviations except for those mentioned in Pre-Qualification Envelope, irrespective of whatever has been stated to the contrary anywhere else in our bid.

Further we agree that additional conditions, if any, found in our bid documents, other than those stated in the deviation schedule in Pre-Qualification Envelope, shall not be given effect to.

4. Qualifying Data

We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information/documentary proof in this regard before evaluation of our Tender, we agree to furnish the same in time to your satisfaction.

5. Bid Price

We declare that our Bid Price is for the entire scope of the work as specified in the RFP document. These prices are indicated in the subsequent sub-sections of this Section.

We hereby declare that our Tender is made in good faith, without collusion or fraud and the information contained in the Tender is true and correct to the best of our knowledge and belief.

We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive. We confirm that no Technical deviations are attached here with this commercial offer.

Thanking you,

Yours faithfully,

(Signature of the Authorised Signatory)

Name

Designation

Seal.

Date:

Place:

Business Address:

8.2 Commercial Proposal Format & Instructions

The Bidder has to quote the rate in the BoQ Excel Sheet available online with this RFP. Details to be filled up for price bid are as follows:

#	Particulars	Unit Rate for Student Registration (x)	Applicable Taxes (y)	Total (z = x+y)
1	Per Candidate registration in a single cycle			

For Commercial evaluation, "x" will be considered.

Note:

- ❖ All the prices are to be entered in Indian Rupees ONLY
- ❖ Prices indicated in the schedules shall be inclusive of all taxes, Levies, duties etc. It is mandatory to provide breakup of all Taxes, Duties and Levies wherever asked for.
- ❖ MahaIT shall take into account all Taxes, Duties & Levies for the purpose of Evaluation.
- ❖ During the payment stage, department reserves the right to ask the Bidder to submit proof of payment against any of the taxes, duties, levies indicated.
- ❖ The Bidder needs to account for all Out of Pocket expenses due to Boarding, Lodging and other related items.
- ❖ BOQ in the macro enabled excel format available on the Mahatenders portal which needs to be filled while submitting the proposal.

9 Annexure IV: Draft Master Service Agreement (MSA)

The Draft Master Service Agreement will be shared with the Successful Bidders.

10 Annexure V: Functional Requirement Specification for OMR Based Examination

The Successful bidder should develop the SRS document for the scope of services before implementing the project and get the same signed off by MahaIT / Concerned department.

The overall functional areas are described below;

- 1- General Functional Requirements
- 2- Registration / Fees Collection
- 3- Admit card issuance
- 4- Secured Paper delivery System (Paper Setting-optional)
- 5- Actual Examination (Centres with facilities/security as per SOPs)
- 6- Invigilation-Attendance Management
- 7- Digital Evaluation -OMR sheet scanning/ repository
- 8- Results (Raw) (Reports)
- 9- Revaluation
- 10- Post Exams Support

10.1 General Functional Requirements

- The system to be designed in line of the SoPs defined by GAD and any other GRs or manuals defined by the State of Maharashtra.
- The solution should be designed and customized to the requirements of the department.
- The solution must display information in English, Marathi and Hindi languages.
- Web portal shall have a provision to update the information using content management system.
- The solution will maintain role-based access for both internal and external users.
- Capability to define various workflows for each functionality along with defining the reporting/reviewing for competent authorities for each functional workflow based on the rules, process defined by the Government of Maharashtra.
- System should facilitate external users to have limited access (as per the user defined criteria's) to the application with separate login credentials as defined by the department.
- System should allow the users to manage the content with ease and allow them to schedule exams.
- System should allow applicants to register, apply, make payment, upload documents, download admit cards and results.
- Portal or system should have a provision for registering all test centres identified by department and allotting the same to candidates based on the best suited location preference of the candidates.
- The system should also ensure all/any data captured in the solution must be encrypted and can be decrypted only by the authorized personnel/users of department.
- The encryption should have zero manual intervention.
- The system should allow departments to see the shortlisted, selected and appointed candidate details.
- The system should allow department to download all the applications received to them.
- The system should allow and support DSC/UID Authentication/OTP based authentication.
- The system should allow department to create and manage their users for their respective departments.

- The system should be capable of managing multiple exams on a single day across all the exam centres.

10.2 Registration / Fees Collection

- The registration page of portal should have provision to do following:
 - Generate Application ID and default password that shall be the login id.
 - Mobile number registration with OTP based authentication
 - Email id verification
 - Auto save / Save as draft
- Facility to create and maintain comprehensive profile of the applicant (e.g. personal details, contact details, educational qualifications etc.).
- System should send One Time Password through SMS & email to verify the authenticity of the user.
- Features like "Forgot Password", "Forgot Username", "Captcha" etc. should be provided
- Account lock option after 5 unsuccessful attempts. Option to unlock the account.
- Option to upload photo and scanned copy of supporting documents (e.g. photo, certificates, signature etc.). Option to integrate with Digital Locker and fetch documents from Digi Locker.
- The solution should allow users to make online payments through Debit Card/Credit Card/ Net Banking/Wallets/UPI Payments.
- Applicants should be able to search and apply for multiple openings (e.g. in grid format)
- A unique number should be generated for each opening applied by the candidate.
- The system should ensure the acknowledgement of the payment receipt to applicants.
- The system should ensure the acknowledgement of successful registration and application.
- The system should allow users to download and print their admit cards issued by the department.
- The system should allow departmental users to scrutinize and classify the applications based on post, gender, location (state/district/taluka/village/pin code).
- The user department should be provided with a dashboard for a real-time analysis of the applications/registration status
- The system should allow user department to approve/reject/keep on hold of the applications received against positions.
- For candidates in category "On Hold" (e.g. additional supporting documents required), notification to be sent through SMS/email to the candidates.
- The system should allow applicants to raise complaints against any failed transactions/ unsuccessful application.
- The system should allow users to create PDF of their complete application which must be downloadable and printable.
- The system should maintain one registration for one exam to be conducted per candidate. For more than one post for which more than one exam to be conducted by the department candidate should follow the complete procedure once again to apply for the same.
- The system should allow the department to download the MIS of all the application received in category wise as defined by the department.

10.3 Admit Card Issuance

- The system should map the examination centre without any manual intervention for all the candidates taking the preference of exam centres of the candidate into consideration.
- Once the exam centres are mapped, then no change should be allowed in the system.
- The system should generate unique admit card number for each application for each exam.
- The system should facilitate to provide notification of admit card issuance to all applicants over mails and SMS.
- The system allows users to download and print their respective admit cards.
- Admit cards generated shall have photo and signature of the candidate which he/she has uploaded during registration. Format for the admit card will be provided to the successful bidder during the development of application.
- The candidate or any officer should not allow any change in exam centres once the admit card is issued.

10.4 Secured Paper delivery System (Paper Setting-optional)

- The system should generate question paper (QP) either through randomization) of questions from QP databank OR through randomization of QPs authored by a set of QP setters (through invitation) OR direct QP upload by the authorized official of the Department. The option of QP generation will be finalised by the Competent Authority (Exam Controller) as per their requirements.
- QP uploading from the Department Nodal Centre (NC) for an exam session should happen only once. The proposed system should take care of online QP delivery to the exam centres.
- Proper security and authentication systems should be put in place for secured delivery of QP from the NC to the exam centres.
- The QPs published by the Department NC as per the exam schedule should be electronically delivered to the exam centres instantaneously using industry standard encryption.
- The QPs to be decrypted only through suitable password or unique key based authentication within stipulated time given by the department which should not be more than 1 hr.
- The average time window for QP access and delivery of the same to the students in any exam centres should not be more than 45 minutes. The feature in the system should be parameterizable as per the specific requirement of the department.
- The Service Provider should be responsible to print all the respective QPs and get it delivered to department's custody.
- It will be the responsibility of the Department to keep the physical QPs and OMR sheets while the Service Provider to ensure all the exam related QPs, AS and other documents to be kept in digital format with end to end encryption without any human intervention.

- The encrypted data to be kept at secured storage for the time as defined by the department and as per the SoP specified by the department.

Printing of Question Paper

- Use of “maplitho” grade paper white color (70 GSM)
- Space for printing barcode on Question Paper. Every Question paper should be barcoded.
- Provision for space to write OMR sheet number
- Service Provider has to follow all the best practices to print a quality question paper including but not limited to quality printing, readability and review of the printed copies with original master print.
- Every Question paper should have unique serial number

Packaging, Delivery & Transportation of Question Papers/OMR Sheets

- Each Question Paper Booklet and OMR Sheets have to be packed and sealed in PVC bags with security tape by the agency
- PVC bag or gunny box of Question Paper booklets to be packed in Temper evident PVC Bag of fine quality with one Steel Cutter to be fixed on each Bag with Cello Tape.
- The agency shall paste the sticker showcasing the information regarding District Name, Centre Name, Block number, No. of question booklets & details of serial numbering etc., provided by department, on each of the temper evident PVC bag
- Such Centre wise Temper evident PVC bags should be packed block wise in Ply Corrugated box (showcasing District Name, Centre Name, No. of question booklets & details of serial numbering etc.) by the agency
- The agency should have to prepare the packing memo according to the details given by the department.
- The agency shall deliver such ready corrugated boxes of question paper to be handed over to the respective department.
- The agency shall deliver such ready corrugated boxes of question paper booklets on time & place as decided by the department, within the stipulated time as specified by the department.

10.5 Invigilation-Attendance Management

- The system should allow Examination Controller / Department Official to appoint the invigilators for the examination centres.
- The system should also allow the examination controller to create temporary users for the Invigilators.
- The user id should be auto removed after the completion of the exam process gets over. However, the system should keep a log of the archived user which should be retrievable to the Examination controller for future reference.

- The invigilator should be facilitated with uploading attendance sheets on the system.
- The system should allow the invigilator to certify the attendance and any other documents to be uploaded as per the requirements of the department.

10.6 Digital Evaluation - OMR sheet scanning/ repository

Printing of OMR Sheets:

- Use of “maplitho” grade paper white color (110 GSM)
- Time Tracker to be accurately printed on all the pages and the format should be same across all pages printed
- Space for pasting barcode on OMR
- Provision to capture Question paper series (If any) and version in OMR
- The Audit Trail Log report should be maintained and the same should be provided to the department as and when required.
- Provision to capture Candidate Name, roll number, centre code, question paper code etc. in discussion with department.
- Provision to capture Invigilator and candidate signature
- Every OMR sheet should have a unique sheet number
- Service Provider has to follow all the best practices to print a quality OMR sheet
- Service Provider has to incorporate all the security feature to make OMR sheet more secure by using invisible ink printing can be seen through UV Rays and Carbonless Sheet
- Service Provider should provide 3 sets of identical barcodes along with each OMR sheet
- The barcodes should be used on the question paper, OMR answer sheet and the attendance sheet of the candidate respectively

Scanning of OMR Answer Sheets

Service Provider shall be responsible for scanning of filled OMR answer sheets. After conducting exams successfully in various Test Centers and Service Provider will transfer the Answer Sheets to evaluation centres. Scanning of OMR sheets will be done by Service Provider in close supervision of official's or authorities appointed by the Department. Service Provider shall scan OMR sheets at the evaluation office in the department. The complete secrecy shall be maintained in the scanning room including the CCTV surveillance monitoring of the scanning work. OMR Sheet scanners generate a-simple text files (.DAT File) that comprises candidate roll number, question paper reference code, question number, answer choice code, etc.

- The Agency shall scan the present candidate OMR answer sheet with high speed OMR / ICR / OCR scanner machine. The Service Provider shall arrange required Scanner.

RFP for Empanelment of Service Provider for OMR based Examination Management System

- The Scanner should have a minimum speed of scanning 60 OMR sheets per minute.
- The Service Provider has to start the scanning of the OMR sheets on the same day of receipt of filled OMR sheets as per the schedule and instruction of the department.
- System should have a dedicated interface to automate OMR scanning function. This interface should be accessible only after PKI based authentication and log should be maintained for each and every action performed using this interface.
- After authentication, the system should provide an interface for loading both (High and Low resolution) the text files (.dat files) from server under respective exam event and create hash codes of both the files. These hash codes will automatically be stored in a secured repository.
- System should convert the text files in data sets of predefined formats and compare each answer and each candidate to identify discrepancies.
- In case of discrepancies, the system should update the log with discrepancies and provide an interface for manual feeding mismatch values. Manually fed values should be recorded in log properly. Manual feed should be enabled only for those questions/answers where mismatch is found. Rest of the questions/answers should remain disabled.
- After completion of manual feeding, the system should again generate hash codes of final records and store in secured repository.
- System should also encrypt final records using public key of appropriate authority, so that it cannot be accessed without permission of appropriated authority.
- Post evaluation, under the scrutiny of the department official, the Service Provider should scan the barcodes on the OMR answer sheets and attendance sheets and should match the results of all candidates.
- The complete secrecy shall be maintained in the scanning room including the CCTV surveillance & monitoring of the scanning work

Process to be Followed in Scanning Centre

- Scanning centre will receive the sealed envelopes containing OMR and attendance sheets from various exam centres
- These envelopes will be opened in the presence of an official from respective Department and its signature will be required to open the same
- OMR answer sheets & attendance sheets will be unpacked, counted, scanned, re-counted and then re-packed
- Attendance sheets will be handed over to the department official
- Any count mismatch should be recorded, and suitable exceptions shall be raised by Service Provider to higher officials of department.
- Entire scanning process should be carried out in secured premises as specified by the department with

biometric access control and CCTVs. Agency shall arrange biometric access control.

- No unauthorized person shall be allowed to enter in the premises where scanning is being conducted without prior approval of department. Authorized person should have the identity of selected Bidder.
- Post scanning, the Service Provider should match the Serial number on the attendance sheets and the serial number on answer sheets and accordingly Service Provider should evaluate the result for each candidate
- A copy of the scan data should be handover to department with seal.

10.7 Results (Raw) (Reports)

Preparation of Results

Service Provider prepares result by matching answers with the Answer Key provided by department. After preparing result, Service Provider uploads result on the website. Results processing should be carried out in department premises with biometric access control and CCTVs. Results should be shared only to authorized representative through secured channel. The system should have following features to automate this process:

- System should provide a dedicated interface for recording Answer Key. This interface should be accessible only after PKI based authentication.
- After recording Answer Key, system should automatically create a hash coded of Answer Key record and store the same in secured repository.
- System should also encrypt Answer Key values using public key of appropriate authority, so that it cannot be accessed without permission of appropriate authority.
- System should provide a dedicated interface to initiate the process of matching Answer records of each candidate with Answer key for result preparation. This interface should also be accessible only after proper PKI based authentication.
- After matching Answer records of each candidate with Answer key, the system should prepare result dataset. Hash code of result dataset should immediately be generated by system and stored in secured repository.
- System should also provide a web interface for publishing result on the Website.
- System should send an email and SMS alerts to all the candidates immediately after publishing the result on website
- System should also generate analytical reports after result publication
- Service Provider should provide sample result for manual verification to department. After verification if there is no difference in manual & computerised then bidder will have the permission to execute the result process.
- Service Provider shall provide the Result certificate and mark sheet in prescribed format given by the department.

Reports

- System should have a reporting module which shall be capable of generating various reports.
- System should be able to generate following indicative list of reports:
 - Total registration
 - Gender/ caste-based reports
 - Valid registration
 - Fee confirmation details
 - Location wise reports
 - Test centre
 - List of invigilators or observers appointed to a particular centre
 - Number of students appeared for exam (year wise) (live report while the exam is going on)
 - Number of students passed and failed
- These reports should be visible to Examination controller and to HoD on their respective logins.
- Role based reports to be made available to the users by the system.

10.8 Revaluation

- The system should have a provision for the candidates to raise request for revaluation of their respective question papers.
- The system developed by the bidder should have a dedicated mechanism to handle post examination queries related to (but not limited to) re-evaluation, re-totalling and questions marked as non-evaluative.
- Under no circumstances will the bidder be allowed to transmit or retain parts or whole of the results of the candidates during the course of the examination or after the completion of the examination.

10.9 Post Exams Support

Interview Schedule (Optional)

- System should have provision for the department to include the interview schedule based on the requirements of the department.
- The department user should be facilitated with the most suitable dates for conducting the interview after considering the government holiday calendar.
- The system should facilitate to upload the marks on to the portal against the candidate and make the sum of all the other marks secured by the candidate.
- The system should also publish the final marks of the candidate to the competent authority for final approval before publishing it on portal.

- The system should allow the competent authority to approve the marks online.
- Post the approval of the marks the system should publish the final scores to the respective candidate's login page.
- (Optional) A consolidated mark list to be published in the website. Which can be filtered with district wise/taluka wise/centre wise.

10.10 Helpdesk

The Service Provider shall establish an inbound & outbound Help Desk facility which will be the one point of contact for reporting issues/ problems with the application and the Service Provider shall also set up the communication channels while providing sufficient resources (Workstations, E-mail, and Telephones) for the incident reporting.

A "Toll-free number" for helpdesk with basic Interactive Voice Response System (IVRS) features should be provisioned by the Service Provider.

The Service Provider would deploy sufficient resources to man the Help desk to carry out the following activities.

- Issue ID number to each complaint/issue logged
- Assign severity to the complaint/issue in lines with the severity levels mentioned in the SLA
- Track each complaint/issue using the ID number
- Escalate the complaints as per the mutually agreed escalation matrix
- Provide Functional & Technical support for resolving the complaint/ issue
- Address the issues raised by both internal and external departmental users
- Manage the "Toll-free number" for helpdesk with basic Interactive Voice Response System (IVRS) features
- Confirm resolution with end user & close the complaint/ issue log
- Analyse the complaints/ issue handled by the Help desk for call volumes & problem trends & resolution times and prepare a Knowledge base for the frequently reported problems.
- The helpdesk should be functional during Government specified office hours

11 Annexure VI: Technical Requirements

11.1 Requirements for Hosting of Application on OMR based examination

The Service Provider will be responsible for the hosting and maintenance of the envisaged solution.

- The application must be hosted with any of the DIT empanelled Cloud Service Providers (CSP).
- The hosting requirement for the cloud hosting to be ascertained by the bidder while designing the solution.
- Sizing, Provisioning & Maintenance of the connectivity with DR location so that the objectives and SLAs of the RFP can be ensured.
- The cost of hosting to be borne by the bidder.
- The Service Provider shall adhere to all the compliance and security standards defined under IT Act 2013.

11.2 Requirements for software testing and quality assurance for OMR based examination.

1. Testing must demonstrate that the new system:

- Satisfy the technical performance requirements and system functional requirements
- Perform according to detailed functional requirements
- Meet the basic system concepts
- Satisfy the operational and technical performance criteria
- Provide right information to each user group or provide the efficient system navigation to process various queries or process transactions

2. Successful bidder shall undertake following indicative list of activities

- Outline a methodology to be used for system testing and submit to department
- Prepare a system testing document and submit to department
- Define various levels or types of testing that will be performed for the system
- Provide necessary checklist / documentation that will be required for testing the system.
- Provide description of how the testing methodology will confirm to requirements of each functionalities

3. List of system test to be conducted

Following are the indicative list of tests that shall be conducted onto system by successful bidder before the system GO-LIVE:

- Unit test: Each module or component should be fully tested independently.
- System test: All specified functionality should be tested and verified with respect to requirements of software.
- Security attempt to break the password and time-out functionality shall also be tested
- Stress testing: Finding errors by repeating certain actions or inputs.
- Reliability testing: Testing the system for prolonged use at various levels or possibly constant at peak levels.
- Performance testing: Testing to probe the system against prescribed number of users and load shall be tested.

RFP for Empanelment of Service Provider for OMR based Examination Management System

- Audit trail: Tracking critical transactions and logging all critical errors should be tested.
- Multi-user capability: Test that application can support several users and sessions
- Volume testing: Test the system by providing large volumes of data.
- Integration testing: System should be tested with respect to integration between various modules and sub-modules.
- Graphical User Interface (GUI) test: System should be tested for GUI which shall include but not limited to menus, message boxes, keyboard interface, visual design etc.
- User acceptance test (UAT): Department will form different user groups to perform UAT. These user group will test the application for functionality, reliability and all other tests.
- Based on the output of testing, department shall give sign-off to successful bidder for that particular module

4. System & User Documents

The Successful Bidder will provide documentation, which should follow the ITIL (Information Technology Infrastructure Library) standards. This documentation should be submitted as the project undergoes various stages of implementation. Indicative list of documents includes:

- Project Commencement Documentation: Detailed Project Plan in giving out micro level activities with milestones & deadlines as mentioned in above section.
- SRS Document
- High level and low-level design documents
- Application and database workflow design documents.
- User Manuals: For operationalization of the system.
- System Manual: Covering detail information required for its administration.
- Source Code versioning document
- Change management control document

5. Security Audit and STQC for the developed portal of OMR based examination.

Upon successful UAT and prior to the Go Live, the bidder shall undertake testing (Security and performance) and certification of the Software by the Standardization Testing and Quality Certification (STQC) Directorate or by the service provider empanelled by DIT, Govt of Maharashtra. All changes suggested by the audit agency shall be implemented by the successful bidder upon acceptance and approval by the department.

The Service Provider should maintain the validity of the security audit certificate throughout the contract period.

12 Annexure VII: Format for Consortium Agreement

<<On non-judicial stamp paper of appropriate value to be purchased in the name of executant's companies or as required by the jurisdiction in which executed>>

This Consortium Agreement executed on this day of..... Two Thousand
By:

M/s.a Company incorporated under the laws of.....and having its registered office at..... (Hereinafter called the "Lead Member/First Member" which expression shall include its successors);

And

M/s. a Company incorporated under the laws ofand having its registered office at..... (Hereinafter called the "Second Member" which expression shall include its successors)

The Lead Member/First Member and the Second Member shall collectively hereinafter be called as the "Consortium Members" for the purpose of submitting a proposal (hereinafter called as "Bid") for the work of(Name of project) (hereinafter called the "Purchaser") in response to Request for Proposal Document (hereinafter called as "tender" Document) Dated..... for the purposes of submitting the bid no.and entering into a contract in case of award for the work of (Name of work)

WHEREAS, the Purchaser invited bids vide its tender document no.for the work of.....AND WHEREAS as per document, Consortium bids will also be considered by the Purchaser provided they meet the specific requirements in that regard.

AND WHEREAS the bid is being submitted to the Purchaser vide proposal dated based on the Consortium Agreement and the bid with its forms and submission documents, in accordance with the requirement of tender conditions and requirements have been signed by all the partners and submitted to the Purchaser.

AND WHEREAS Clause <> of tender document stipulates that a Consortium of maximum 2 companies, meeting the requirements stipulated in the tender document may submit a Proposal signed by Lead Member of the Consortium Members to legally bind all the Members of the Consortium to the Purchaser and duly signed Consortium Agreement shall be attached to the Proposal.

NOW THEREFORE, in consideration of the mutual covenants of the members of the Consortium, the sufficiency whereof is hereby acknowledged and other good valuable consideration, we agree as follows:

1. We the members in the Consortium hereby confirm that the name and style of the Consortium shall be Consortium.
2. M/s.shall act as Lead Member for self, and for and on behalf of M/s (Second Member) and further declare and confirm that we shall jointly and severally be bound unto the Purchaser for the successful performance of the obligations under the Request for Proposal (tender) and resulting Contact Agreement(s) submitted / executed by the Lead Member in the event of the selection of Consortium. Further, the Lead member is authorized to incur liabilities and receive instructions for and on behalf of any or all partners of the consortium.
3. The composition or the constitution of the consortium shall not be altered without the prior consent of the Purchaser.
4. The roles and responsibilities of the lead member and second member of the consortium for execution of various components/activities as defined in the tender document shall be as under:

S. No.	Project Component/Activity	Roles & Responsibility of Lead Member	Roles & Responsibility of Consortium Member(s)
1			
2			
3			
4			

5. It is agreed that the lead member shall be liable for the entire scope of work and risks involved thereof. It is also agreed that all non-lead members of the consortium shall be held equally responsible along with the lead member for the obligations under the tender Document, Contract and this Agreement, as per the scope of work, roles and responsibility agreed in this agreement.
6. For the purpose of this Agreement, the tender Document and the Contract, the Lead member shall be the single point of contact for the Purchaser, shall have the overall responsibility of the management of the Project and shall have single point responsibility for ensuring that all members of the consortium are complying with the terms and conditions set out in the Contract and the tender Document.
7. If Purchaser suffers any loss or damage on account of any breach in the stipulation of the Agreements to be entered into by the Consortium Members, upon its selection pursuant to tender (the "Agreements") or any shortfall in the performance of the Transaction or in meeting the performances guaranteed as per the tender and the Agreements, the Consortium Members hereby jointly and severally undertake to promptly make good such loss or damages caused to Purchaser on its demand without any demur or contest. The Purchaser shall have the right to proceed against anyone of the partners and it shall neither be necessary nor obligatory on the part of the Purchaser to proceed against the Lead bidder before proceeding against or dealing with the other Member.
8. The financial liability of the Consortium Members to the Purchaser, with respect to any of the claims arising out of the performance or non-performance of obligations under the tender and the resulting Agreement(s) shall not be limited to restrict or limit the liabilities of any of the Members.
9. It is expressly agreed by the Members that all the due payments shall be made by the Purchaser to lead member only.
10. This Consortium agreement shall be construed and interpreted in accordance with the laws of India and the Courts of Delhi shall have the exclusive jurisdiction in all matters arising there under.
11. It is further agreed that this Consortium Agreement shall be irrevocable and shall continue to be enforceable till the same is discharged by Purchaser
12. This Agreement shall come into force as of the date of signing and shall continue in full force and effect until the complete discharge of all obligations, concerning the carrying out of the Project, which have been taken on by the Parties under the Contract, tender Document and under this Agreement.
13. Any other terms and conditions not in contradiction to the tender and above-mentioned terms and conditions.

IN WITNESS WHEREOF, the Members to the Consortium agreement have through their authorized representatives executed these presents and affixed common seal of their companies, on the day, month and year first mentioned above.

RFP for Empanelment of Service Provider for OMR based Examination Management System

<p>Common Seal of has been affixed in my/our Lead Member presence pursuant to Board of Director's resolution dated</p> <p>1) Witness</p> <p>2) Witness</p>	<p>For and on behalf of M/s.....</p> <p>(Lead Bidder)</p> <p>(Signature of authorized representative) Name: Designation:</p>
<p>Common Seal of has been affixed in my/our Lead Member presence pursuant to Board of Director's resolution dated</p> <p>1) Witness</p> <p>2) Witness</p>	<p>For and on behalf of M/s.....</p> <p>(Second member)</p> <p>(Signature of authorized representative) Name: Designation:</p>

Request for Proposal
Empanelment of Service Provider for the OMR based
Examination Management System for Government of
Maharashtra

Tender Ref No.: MahaIT/PRJ/178/01/2020

Corrigendum Document # 01

Issued by

Maharashtra Information Technology Corporation Ltd.

1. Corrigendum for OMR

S. No.	Page No.	RFP Section	RFP Clause No.	Old Clause	Revised Clause
1	4	1	Glossary	<p>Similar Project: Completed projects involving end-to-end implementation of Examination Management System with minimum of 10 lac candidate registration cumulatively in the past three year for any Govt. Organization/PSU/Educational Institution.</p> <p>Project should cover the following components:</p> <ul style="list-style-type: none"> • Registration / Fees Collection • Admit card issuance • Secured Paper delivery System (Paper Setting-optional) • Actual Examination (Centres with facilities/security as per SOPs) • Invigilation-Attendance Management • Digital Evaluation-Integration/Scanning of offline exam papers/results-repository • Digital Moderation • Results (Raw) (Reports) • Revaluation • Post Exams Support <p>Notes: Project should have been implemented in last 3 years, as on date of the bid submission.</p> <p>Completed Projects: 'Go-Live'/Completion certificate required to be submitted AND Client appreciation letter (If available)</p> <p>Sole bidder/ or any member of consortium can have the experience for paper setting.</p>	<p>Similar Project: Completed projects involving end-to-end implementation of Examination Management System with minimum of 5 lac candidate registration cumulatively in the past three year for any Govt. Organization/PSU/Educational Institution.</p> <p>Project should cover the following components:</p> <ul style="list-style-type: none"> • Registration / Fees Collection • Admit card issuance • Secured Paper delivery System (Paper Setting-optional) • Actual Examination (Centres with facilities/security as per SOPs) • Invigilation-Attendance Management • Digital Evaluation-Integration/Scanning of offline exam papers/results-repository • Digital Moderation • Results (Raw) (Reports) • Revaluation • Post Exams Support <p>Notes: Project should have been implemented in last 3 years, as on date of the bid submission.</p> <p>Completed Projects: 'Go-Live'/Completion certificate required to be submitted AND Client appreciation letter (If available)</p> <p>Sole bidder/ or any member of consortium can have the experience for paper setting.</p>
2	9	Pre-Qualification	3	<p>The sole bidder OR consortium combined should have min. average annual sales turnover of INR 30 Crores during the last three (3) audited financial years (defined under glossary) with Lead Member (in case of a consortium) having at least average annual turnover of 20 Crs, during the last three (3) audited financial years (defined under glossary).</p>	<p>The clause to be read as:</p> <p>The sole bidder OR consortium combined should have min. average annual sales turnover of INR 30 Crores during the last three (3) audited financial years (defined under glossary). While in case of consortium, each consortium partner should have a, minimum of 5Cr. Turn over</p>

Corrigendum Document - Empanelment of Service Provider for the OMR based EMS for
Govt. of Maharashtra

S. No.	Page No.	RFP Section	RFP Clause No.	Old Clause	Revised Clause
				<p>The sole bidder OR Lead consortium member (in case of a consortium) shall submit following documents:</p> <ul style="list-style-type: none"> • Copy of audited financial statements for last (3) financial years. • Certificate from the statutory auditor on the turnover details of the company for last (3) financial years. 	<p>during the last three (3) audited financial years (defined under glossary).</p> <p>The sole bidder OR all consortium members combined (in case of a consortium) shall submit following documents:</p> <ul style="list-style-type: none"> • Copy of audited financial statements for last (3) financial years. • Certificate from the statutory auditor on the turnover details of the company for last (3) financial years.
3	9	Pre-Qualification	4	<p>The sole bidder OR lead bidder (in case of a consortium) must have completed at least one project involving end to end implementation of Examination Management System with minimum of 10 lac candidate registration cumulatively in the past three year for any Govt. Organization/ PSU/Educational Institution. Project should cover the following components:</p> <ul style="list-style-type: none"> • Registration / Fees Collection • Admit card issuance • Secured Paper delivery System (Paper Setting-optional) • Actual Examination (Centres with facilities/security as per SOPs) • Invigilation-Attendance Management • Digital Evaluation -OMR sheet scanning/ repository • Digital Moderation • Results (Raw) (Reports) • Revaluation • Post Exams Support <p>The sole bidder OR lead bidder (in case of a consortium) shall submit following documents:</p> <ul style="list-style-type: none"> • Work order/ Contract clearly highlighting the scope of work and value of the contract / order. • Completion/ Go-Live Certificate issued & signed by the competent authority of the client entity on the entity's letterhead certifying successful execution of project 	<p>The clause to be read as:</p> <p>The sole or any bidder (in case of a consortium) must have completed at least one project involving end to end implementation of Examination Management System with minimum of 5 lac candidate registration cumulatively in the past three years for any Govt. Organization/ PSU/ Educational Institution. Project should cover the following components:</p> <ul style="list-style-type: none"> • Registration / Fees Collection • Admit card issuance • Secured Paper delivery System (Paper Setting-optional) • Actual Examination (Centres with facilities/security as per SOPs) • Invigilation-Attendance Management • Digital Evaluation - OMR sheet scanning/ repository • Digital Moderation • Results (Raw) (Reports) • Revaluation • Post Exams Support <p>The sole bidder OR any bidder (in case of a consortium) shall submit following documents:</p> <ul style="list-style-type: none"> • Work order/ Contract clearly highlighting the scope of work and value of the contract / order.

Corrigendum Document - Empanelment of Service Provider for the OMR based EMS for
Govt. of Maharashtra

S. No.	Page No.	RFP Section	RFP Clause No.	Old Clause	Revised Clause
					<ul style="list-style-type: none"> Completion/ Go-Live Certificate issued & signed by the competent authority of the client entity on the entity's letterhead certifying successful execution of project. <p>Or</p> <p>Copy of Invoice, or mail from client along with self-declaration on company letter head AND Phase completion/ Completion certificate from CS/ independent auditor of the bidding entity that satisfies the RFP eligibility criteria will be considered. <i>(The bidder should ensure that the documents submitted should be sufficient to establish necessary experience/credentials required under this criterion. MahaIT reserves the right to ask for any additional documentation to ascertain the credentials. Any discrepancy found in the submitted documents, will make the bidder to be liable for disqualification and any other penal action as deemed fit by MahaIT)</i></p>
4	9	Pre-Qualification	5	<p>The sole bidder OR any of the consortium members (in case of a consortium) must have completed one project involving OMR based Examination with more than 10 lac candidate registration for any Govt. Organization/PSU/Educational Institution in the past three years, with at least 5 lac registrations in a single examination cycle (as defined in glossary) and a single session of examination (as defined in glossary) conducted with more than 1 lac candidates.</p> <p>The sole bidder OR lead bidder (in case of a consortium) shall submit following documents:</p> <ul style="list-style-type: none"> Work order/ Contract clearly highlighting the scope of work and value of the contract / order. 	<p>The clause to be read as: The sole bidder OR any of the consortium members (in case of a consortium) must have completed one project involving OMR based Examination with more than 5 lac candidate registration for any Govt. Organization/ PSU/ Educational Institution in the past three years, with at least 3 lac registrations in a single examination cycle (as defined in glossary) and a single session of examination (as defined in glossary) conducted with more than 1 lac candidates.</p> <p>The clause to be read as: The sole bidder OR any consortium member (in case of a consortium) shall submit following documents:</p> <ul style="list-style-type: none"> Work order/ Contract clearly highlighting the scope of work and value of the contract / order.

Corrigendum Document - Empanelment of Service Provider for the OMR based EMS for
Govt. of Maharashtra

S. No.	Page No.	RFP Section	RFP Clause No.	Old Clause	Revised Clause
				<ul style="list-style-type: none"> Completion/ Go-Live Certificate issued & signed by the competent authority of the client entity on the entity's letterhead certifying successful execution of project 	<ul style="list-style-type: none"> Completion/ Go-Live Certificate issued & signed by the competent authority of the client entity on the entity's letterhead certifying successful execution of project. <p>Or</p> <p>Copy of Invoice, or mail from client along with self-declaration on company letter head</p> <p>AND</p> <p>Phase completion/ Completion certificate from CS/ independent auditor of the bidding entity that satisfies the RFP eligibility criteria will be considered. <i>(The bidder should ensure that the documents submitted should be sufficient to establish necessary experience/credentials required under this criterion. MahaIT reserves the right to ask for any additional documentation to ascertain the credentials. Any discrepancy found in the submitted documents, will make the bidder to be liable for disqualification and any other penal action as deemed fit by MahaIT)</i></p>
5	10	Pre-qualification	6	<p>The sole bidder OR any of the consortium member (in case of a consortium) must have completed one project involving setting up of multiple-choice question paper for recruitment/competitive examination comprising of multiple subjects for any Govt. Organization/ PSU/ Educational Institution in the past five years. The sole bidder OR any of the consortium member (in case of a consortium) shall submit following documents:</p> <ul style="list-style-type: none"> Work order/ Contract clearly highlighting the scope of work specifying the setting of question paper, and value of the contract / order. Completion/ Go-Live Certificate issued & signed by the competent authority of the client entity on the entity's letterhead certifying successful execution of project 	<p>The clause to be read as:</p> <p>The sole bidder OR any of the consortium member (in case of a consortium) must have completed one project involving setting up of multiple-choice question paper for recruitment/competitive examination comprising of multiple subjects for any Govt. Organization/ PSU/ Educational Institution in the past five years.</p> <p>The sole bidder OR any of the consortium member (in case of a consortium) shall submit following documents:</p> <ul style="list-style-type: none"> Work order/ Contract clearly highlighting the scope of work specifying the setting of question paper, and value of the contract / order.

Corrigendum Document - Empanelment of Service Provider for the OMR based EMS for
Govt. of Maharashtra

S. No.	Page No.	RFP Section	RFP Clause No.	Old Clause	Revised Clause
					<ul style="list-style-type: none"> Completion/ Go-Live Certificate issued & signed by the competent authority of the client entity on the entity's letterhead certifying successful execution of project <p>Or</p> <p>Copy of Invoice, or mail from client along with self-declaration on company letter head</p> <p>AND</p> <p>Phase completion/ Completion certificate from CS/ independent auditor of the bidding entity that satisfies the RFP eligibility criteria will be considered. <i>(The bidder should ensure that the documents submitted should be sufficient to establish necessary experience/credentials required under this criterion. MahaIT reserves the right to ask for any additional documentation to ascertain the credentials. Any discrepancy found in the submitted documents, will make the bidder to be liable for disqualification and any other penal action as deemed fit by MahaIT)</i></p>
6	10	Pre-Qualification	9	The sole bidder OR lead bidder (in case of a consortium) should have a minimum valid CMMi Level 3 certification as on date of bid submission.	<p>The clause to be read as The sole bidder OR lead bidder (in case of a consortium) should have a valid CMMi Level 3 or above certification from CMMI Institute as on date of bid submission.</p>
7	18	Evaluation of Technical Bids	4.16. A	The sole bidder OR consortium combined should have min. average annual sales turnover of INR 30 Crores during the last three (3) audited financial years (defined under glossary) with Lead Member (in case of a consortium) having at least average annual turnover of INR 20 Crs, during the last three (3) audited financial years (defined under glossary). For sole bidders/ consortium members, INR 30Crs = 5 Marks	<p>The clause to be read as: The sole bidder OR consortium combined should have min. average annual sales turnover of INR 30 Crores during the last three (3) audited financial years (defined under glossary). For sole bidders/ consortium members, INR 30Crs = 5 Marks Each additional average annual turnover of INR 5 Cr = 2 marks each</p>

Corrigendum Document - Empanelment of Service Provider for the OMR based EMS for
Govt. of Maharashtra

S. No.	Page No.	RFP Section	RFP Clause No.	Old Clause			Revised Clause		
8	18	Evaluation of Technical Bids	4.16. B	Criteria: Capability of the Bidder to execute "Similar Project" (defined in Glossary)	Max. Marks: 20	Sub-criteria: Bidder shall get marks for number of "Similar Projects" (defined in Glossary) implemented as given below: 1 Project = 12 Marks Every Additional Project = 2 Marks	Criteria: Capability of the Bidder to execute "Similar Project" (defined in Glossary in point no. 1 in corrigendum)	Max. marks: 20	Sub-criteria: Bidder shall get marks for number of "Similar Projects" as given below: 1 Project = 12 Marks Every Additional Project = 2 Marks
9	18	Evaluation of Technical Bids	4.16.B	Criteria Experience of projects of executing OMR based Examination Management	Marks 10	Sub-Criteria The sole bidder OR any of the consortium members (in case of a consortium) must have completed one project involving OMR based Examination with more than 10 lac candidate registration for any Govt. Organization/PSU/Educational Institution in the past three years, with at least 5 lac registrations in a single examination cycle (as defined in glossary) and a single session of examination (as defined in glossary) conducted with more than 1 lac candidates. 1 Project = 6 Marks Every Additional Project = 2 Marks	Criteria Experience of projects of executing OMR based Examination Management	Marks 10	Sub-Criteria The sole bidder OR any of the consortium members (in case of a consortium) must have completed one project involving OMR based Examination with more than 5 lac candidate registration for any Govt. Organization/PSU/Educational Institution in the past three years, with at least 3 lac registrations in a single examination cycle (as defined in glossary) and a single session of examination (as defined in glossary) conducted with more than 1 lac candidates. 1 Project = 6 Marks Every Additional Project = 2 Marks
9	14	Earnest Money Deposit	4.8	Bidder shall furnish, as part of its bid, an Earnest Money Deposit (EMD) of INR 6,00,00 (Indian Rupees Six Lakhs only)			The clause to be read as		

Corrigendum Document - Empanelment of Service Provider for the OMR based EMS for
Govt. of Maharashtra

S. No.	Page No.	RFP Section	RFP Clause No.	Old Clause	Revised Clause
					Bidder shall furnish, as part of its bid, an Earnest Money Deposit (EMD) of INR 6,00,000 (Indian Rupees Six Lakhs only).
8	29	5.3	5.3, B, c	Faculties, examiners, officials and support staff to manage the academic part of the OMR based EMS project such as QP setting, QP printing at exam centre, AS evaluation, result processing and moderation and approvals etc.	The clause stands deleted.
9	31	5.14	5.14	Sample SMEs CVs to be provided along with the proposal (at least 10 SMEs CVs to be shared).	The clause to be read as The bidder needs to submit a self-declaration signed by HR stating the number of SMEs under each domain.
10	51	10.2	FRS	Option to upload photo and scanned copy of supporting documents (e.g. photo, certificates, signature etc.). Option to integrate with Digital Locker and fetch documents from Digi Locker.	The clause may be read as Option to upload photo and scanned copy of supporting documents (e.g. photo, certificates, signature etc.). <i>(The bidder should ensure that the documents submitted should be sufficient to establish necessary experience/credentials required under this criterion. MahaIT reserves the right to ask for any additional documentation to ascertain the credentials. Any discrepancy found in the submitted documents, will make the bidder to be liable for disqualification and any other penal action as deemed fit by MahaIT)</i>
11	60	11.2	11.2	Security Audit and STQC for the developed portal of OMR based examination. Upon successful UAT and prior to the Go Live, the bidder shall undertake testing (Security and performance) and certification of the Software by the Standardization Testing and Quality Certification (STQC) Directorate or by the service provider empaneled by DIT, Govt of Maharashtra. All changes suggested by the audit agency shall be implemented by the successful bidder upon acceptance and approval by the department. The Service Provider should maintain the validity of the security audit certificate throughout the contract period.	The clause may be read as Security Audit and STQC for the developed portal of OMR based examination. Upon successful UAT and prior to the Go Live, the bidder shall undertake testing (Security and performance) and certification of the Software by the Standardization Testing and Quality Certification (STQC) Directorate or by Cert-In empaneled agencies or by the service provider empaneled by DIT, Govt of Maharashtra. All changes suggested by the Audit agency shall be implemented by the successful bidder upon acceptance and approval by the department.

Corrigendum Document - Empanelment of Service Provider for the OMR based EMS for
Govt. of Maharashtra

S. No.	Page No.	RFP Section	RFP Clause No.	Old Clause	Revised Clause
					The Service Provider should maintain the validity of the security audit certificate throughout the contract period.
12	NA	4.22	Additional clause		<p>It is expressly clarified that any change in conditions for conducting the examination due to Pandemic or epidemic situation shall not be deemed as Force Majeure event and the Service Provider shall be responsible for implementation of any disaster contingency planning, back-up and other data safeguards in accordance with the terms of this contract and subsequent contracts signed with the respective Departments.</p> <p>For the avoidance of doubt, it is further clarified that any negligence in performance of Services which directly causes any material or non-material breach to the contract (this contract and subsequent contracts signed with the respective Departments) will attract penalty as per the SLA defined in this RFP.</p> <p>Whenever an examination is conducted, notwithstanding this empanelment or agreement between the Service Provider and the concerned department, Service Provider should comply to all directions/ guidelines or orders issued by concerned Local/state/national authorities with respect to COVID-19 pandemic during the implementation period. As far as applicable to the performance of services, Service Providers will be solely responsible to complete the risk assessment and ensure implementation of adequate security hygiene, best practices, processes and technology to prevent any risk and any resulting liability therefrom (wherever applicable) while following any guidelines or orders being issued by the local/ national/ regional government authorities.</p> <p>Under no circumstances neither MahaIT nor the concerned department will be held liable for any loss or additional cost to be borne by the Service Provider while performing their obligations as per the contract.</p>

Corrigendum Document - Empanelment of Service Provider for the OMR based EMS for
Govt. of Maharashtra

Revised Form 6.4: Format to share Bidder details

Name of the Bidder		
Heading1	Sub - Heading	Details
Financial Capability	Average annual turnover during the last three (3) audited financial years (FY 2016-17, FY 2017-18, FY 2018-19) (in INR crores) #	
	Net Worth as on Financial year ending March 31, 2019 (in INR crores) #	
# List of the Projects considered for implementation of Examination Management System with minimum of 5 lac candidate registration cumulatively in the past three year for any Govt. Organization/ PSU/ Educational Institution	1. 2. 3.	
# List of the Projects considered for implementation of OMR based Examination with more than 5 lac candidate registration for any Govt. Organization/PSU/Educational Institution in the past three years, with at least 3 lac registrations in a single examination cycle (as defined in glossary) and a single session of examination (as defined in glossary) conducted with more than 1 lac candidates	1. 2. 3.	
# List of projects considered for setting up of multiple-choice question paper for recruitment/competitive examination	1. 2. 3.	

Corrigendum Document - Empanelment of Service Provider for the OMR based EMS for
Govt. of Maharashtra

comprising of multiple subjects for any Govt. Organization/ PSU/ Educational Institution in the past five years	
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Please submit Statutory auditor/ CA Certification for Average annual turnover during the last three (3) audited financial years (FY 2016-17, FY 2017-18, FY 2018-19) and Net Worth as on March 31, 2019. Also, attach the Auditor Certified financial statements for the last three financial years; 2016-17, 2017-18, and 2018-19.

The format to be used for both bidder and consortium member (if any).

Request for Proposal

**Empanelment of Service Provider for the OMR based Examination
Management System for Government of Maharashtra**

Tender Ref No.: MahaIT/PRJ/178/01/2020

Corrigendum Document # 02

Issued by

Maharashtra Information Technology Corporation Ltd.

1. Corrigendum for OMR

S. No.	Page No.	RFP Section	RFP Clause No.	RFP Clause/ Revised (Corrigendum #1) Clause	Revised Clause
1	4	1	Glossary	<p>Similar Project:</p> <p>Completed projects involving end-to-end implementation of Examination Management System with minimum of 5 lac candidate registration cumulatively in the past three year for any Govt. Organization/PSU/Educational Institution.</p> <p>Project should cover the following components:</p> <ul style="list-style-type: none"> • Registration / Fees Collection • Admit card issuance • Secured Paper delivery System (Paper Setting-optional) • Actual Examination (Centres with facilities/security as per SOPs) • Invigilation-Attendance Management • Digital Evaluation-Integration/Scanning of offline exam papers/results-repository • Digital Moderation • Results (Raw) (Reports) • Revaluation • Post Exams Support <p>Notes: Project should have been implemented in last 3 years, as on date of the bid submission.</p> <p>Completed Projects: 'Go-Live'/Completion certificate required to be submitted AND</p> <p>Client appreciation letter (If available)</p> <p>Sole bidder/ or any member of consortium can have the experience for paper setting.</p>	<p>The clause to be read as:</p> <p>Similar Project:</p> <p>Completed projects involving end-to-end implementation of Examination Management System with at least one examination cycle completed in the past three years for any Govt. Organization/PSU/Educational Institution.</p> <p>Project should cover the following components:</p> <ul style="list-style-type: none"> • Online Registration / Fees Collection • Online Admit card issuance • Actual Examination (Centres with facilities/security as per SOPs) • Invigilation-Attendance Management • Digital Evaluation • Digital Moderation • Results (Raw) (Reports) • Revaluation • Post Exams Support <p>Notes:</p> <p>Project should have been implemented in last 3 years, as on date of the bid published.</p> <p>Projects:</p> <p>Bidder must have completed one "examination cycle" as defied in glossary against a valid work order</p> <p>AND</p> <p>If the service provider has a work order (for multiple examination cycles to be conducted) from a centralized exam conducting/ recruiting authority, then individual</p>

Corrigendum Document - Empanelment of Service Provider for the OMR based EMS for Govt. of Maharashtra

S. No.	Page No.	RFP Section	RFP Clause No.	RFP Clause/ Revised (Corrigendum #1) Clause	Revised Clause
					completed examination cycle conducted shall be considered as a completed project. In such case, the bidder must submit the clear legible invoice and completion certificate for each completed examination cycle, clearly specifying the number of candidate registration from the concerned authority.
2	4	Glossary	Glossary	Examination Cycle: Examination cycle comprises of all the stages starting from registration, admit card issuance, paper setting, examination conduction, raw results declaration, final result declaration to closure of the examination process for a particular examination. The modules may increase or decrease as per the requirement of departments. A Student/candidate is expected to register once per cycle if eligible.	Examination Cycle: One examination cycle comprises of all the stages starting from registration, admit card issuance, examination conduction, raw results declaration, final result declaration to closure of the examination process for a particular examination. The modules may increase or decrease as per the requirement of departments.
3	10	Pre-qualification	4	The sole bidder OR lead bidder (in case of a consortium) must have completed at least one project involving end to end implementation of Examination Management System with minimum of 10 lac candidate registration cumulatively in the past three year for any Govt. Organization/PSU/Educational Institution. Project should cover the following components: <ul style="list-style-type: none"> • Registration / Fees Collection • Admit card issuance • Secured Paper delivery System (Paper Setting-optional) • Actual Examination (Centres with facilities/security as per SOPs) • Invigilation-Attendance Management • Digital Evaluation -OMR sheet scanning/ repository • Digital Moderation • Results (Raw) (Reports) 	The clause to be read as: The sole bidder OR any bidder (in case of a consortium) must have completed similar project (as defined in glossary) with minimum of 5 lac candidate registration cumulatively in the past three years for any Govt. organization/ PSU/ Educational Institution. Project should cover the following components: <ul style="list-style-type: none"> • Online Registration / Fees Collection • Online Admit card issuance • Actual Examination (Centres with facilities/security as per SOPs) • Invigilation-Attendance Management • Digital Evaluation • Digital Moderation • Results (Raw) (Reports) • Revaluation • Post Exams Support

Corrigendum Document - Empanelment of Service Provider for the OMR based EMS for Govt. of Maharashtra

S. No.	Page No.	RFP Section	RFP Clause No.	RFP Clause/ Revised (Corrigendum #1) Clause	Revised Clause
				<ul style="list-style-type: none"> • Revaluation • Post Exams Support <p>The sole bidder OR any bidder (in case of a consortium) shall submit following documents:</p> <ul style="list-style-type: none"> • Work order/ Contract clearly highlighting the scope of work and value of the contract / order. • Completion/ Go-Live Certificate issued & signed by the competent authority of the client entity on the entity's letterhead certifying successful execution of project. <p>Or</p> <p>Copy of Invoice, or mail from client along with self-declaration on company letter head</p> <p>AND</p> <p>Phase completion/ Completion certificate from CS/ independent auditor of the bidding entity that satisfies the RFP eligibility criteria will be considered. (The bidder should ensure that the documents submitted should be sufficient to establish necessary experience/credentials required under this criterion. MahaIT reserves the right to ask for any additional documentation to ascertain the credentials. Any discrepancy found in the submitted documents, will make the bidder to be liable for disqualification and any other penal action as deemed fit by MahaIT)</p>	<p>The sole bidder OR any bidder (in case of a consortium) shall submit following documents:</p> <ul style="list-style-type: none"> • Work order/ Contract clearly highlighting the scope of work and value of the contract / order. <p>AND</p> <ul style="list-style-type: none"> • Completion/ Go-Live Certificate issued & signed by the competent authority of the client entity on the entity's letterhead certifying successful execution with clearly indicating the total number of candidate registrations in each examination cycle (as defined in glossary). <p>Or</p> <p>Copy of Invoice, or mail from client clearly indicating the total number of candidate registration in each completed examination cycle (as defined in glossary), along with self-declaration on company letter head</p> <p>Note: In case of multiple examination cycles were conducted under single work order, then the bidder must submit the clear legible invoice and completion certificate for each completed examination cycle, clearly specifying the number of candidate registration from the concerned authority.</p> <p>(The bidder should ensure that the documents submitted should be sufficient to establish necessary experience/credentials required under this criterion. MahaIT reserves the right to ask for any additional documentation to ascertain the credentials. Any discrepancy found in the submitted documents, will make the bidder to be liable for disqualification and any other penal action as deemed fit by MahaIT)</p>
4	10	Pre-qualification	5	The sole bidder OR any of the consortium members (in case of a consortium) must have completed one project involving OMR based Examination with more than 5 lac candidate registration for any Govt. Organization/ PSU/	<p>The clause to be read as:</p> <p>The sole bidder OR any bidder (in case of a consortium) must have completed similar project (as defined in glossary) involving OMR based Examination with minimum 5 lac</p>

Corrigendum Document - Empanelment of Service Provider for the OMR based EMS for Govt. of Maharashtra

S. No.	Page No.	RFP Section	RFP Clause No.	RFP Clause/ Revised (Corrigendum #1) Clause	Revised Clause
				<p>Educational Institution in the past three years, with at least 3 lac registrations in a single examination cycle (as defined in glossary) and a single session of examination (as defined in glossary) conducted with more than 1 lac candidates.</p> <p>The clause to be read as:</p> <p>The sole bidder OR any consortium member (in case of a consortium) shall submit following documents:</p> <ul style="list-style-type: none"> • Work order/ Contract clearly highlighting the scope of work and value of the contract / order. • Completion/ Go-Live Certificate issued & signed by the competent authority of the client entity on the entity's letterhead certifying successful execution of project. <p>Or</p> <p>Copy of Invoice, or mail from client along with self-declaration on company letter head</p> <p>AND</p> <p>Phase completion/ Completion certificate from CS/ independent auditor of the bidding entity that satisfies the RFP eligibility criteria will be considered.</p> <p>(The bidder should ensure that the documents submitted should be sufficient to establish necessary experience/credentials required under this criterion. MahaIT reserves the right to ask for any additional documentation to ascertain the credentials. Any discrepancy found in the submitted documents, will make the bidder to be liable for disqualification and any other penal action as deemed fit by MahaIT)</p>	<p>candidate registration for any Govt. Organization/ PSU/ Educational Institution, cumulatively in the past 3 years, and a single session of examination (as defined in glossary) conducted with more than 1 lac candidates.</p> <p>The sole bidder OR any bidder (in case of a consortium) shall submit following documents:</p> <ul style="list-style-type: none"> • Work order/ Contract clearly highlighting the scope of work and value of the contract / order, <p>AND</p> <ul style="list-style-type: none"> • Completion/ Go-Live Certificate issued & signed by the competent authority of the client entity on the entity's letterhead certifying successful execution with clearly indicating the total number of candidate registrations in each examination cycle (as defined in glossary). <p>Or</p> <p>Copy of Invoice, or mail from client clearly indicating the total number of candidate registration in each completed examination cycle (as defined in glossary), along with self-declaration on company letter head</p> <p>Note: In case of multiple examination cycles were conducted under single work order, then the bidder must submit the clear legible invoice and completion certificate for each completed examination cycle, clearly specifying the number of candidate registration from the concerned authority.</p> <p>(The bidder should ensure that the documents submitted should be sufficient to establish necessary experience/credentials required under this criterion. MahaIT reserves the right to ask for any additional documentation to ascertain the credentials. Any discrepancy found in the submitted documents, will make the bidder to be liable for disqualification and any other penal action as deemed fit by MahaIT)</p>

Corrigendum Document - Empanelment of Service Provider for the OMR based EMS for Govt. of Maharashtra

S. No.	Page No.	RFP Section	RFP Clause No.	RFP Clause/ Revised (Corrigendum #1) Clause			Revised Clause		
5	10	Pre-qualification	6	The sole bidder OR any of the consortium member (in case of a consortium) must have completed one project involving setting up of multiple-choice question paper for recruitment/competitive examination comprising of multiple subjects for any Govt. Organization/ PSU/ Educational Institution in the past five years. The sole bidder OR any of the consortium member (in case of a consortium) shall submit following documents: <ul style="list-style-type: none">• Work order/ Contract clearly highlighting the scope of work specifying the setting of question paper, and value of the contract / order.• Completion/ Go-Live Certificate issued & signed by the competent authority of the client entity on the entity's letterhead certifying successful execution of project			The clause stands deleted		
6	16	Documents Comprising of Bids	4.14	#	Type of Envelope	Documents to be submitted	#	Type of Envelope	Documents to be submitted
				2	Technical Proposal Folder	<ul style="list-style-type: none">✓ Technical Proposal in the format specified in Annexure II✓ Details of Manpower Resources Proposed✓ HR Certificate certifying the number of SMEs available with the firm for the question paper setting. Also, HR has to specify the domains of respective SMEs.✓ Technical Bill of Material (To be Provided by the Bidder)✓ Format for Authorization Letters from OEMs (if any)✓ Other Documents (as per requirements of the RFP)	2	Technical Proposal Folder	<ul style="list-style-type: none">✓ Technical Proposal in the format specified in Annexure II✓ Details of Manpower Resources Proposed✓ Technical Bill of Material (To be Provided by the Bidder)✓ Format for Authorization Letters from OEMs (if any)✓ Other Documents (as per requirements of the RFP)
7	18	4.18	4.18 B	Criteria	Max. Marks	Sub-criteria	Criteria	Max. Marks	Sub-criteria

Corrigendum Document - Empanelment of Service Provider for the OMR based EMS for Govt. of Maharashtra

S. No.	Page No.	RFP Section	RFP Clause No.	RFP Clause/ Revised (Corrigendum #1) Clause			Revised Clause		
				Capability of the Bidder to execute "Similar Project" (defined in Glossary)	20	Bidder shall get marks for number of "Similar Projects" (defined in Glossary) implemented as given below: 1 Project = 12 Marks Every Additional Project = 2 Marks	Capability of the Bidder to execute "Similar Project" (defined in Glossary)	20	Bidder shall get marks for total number of cumulative candidate registration in "Similar Projects" (defined in Glossary) as given below: Examination conducted for 5 lac candidate registration cumulatively in past 3 years, in one or multiple examination cycle (as defined in glossary) = 12 Marks Every additional cumulative registration volume of 1 lac candidates in completed exam cycles irrespective of candidate registration in each completed cycle within last 3 years = 1 Mark
				Experience of projects of executing OMR based Examination Management	10	The sole bidder OR any of the consortium members (in case of a consortium) must have completed one project involving OMR based Examination with more than 10 lac candidate registration for any Govt. Organization/PSU/Educational Institution in the past three years, with at least 5 lac registrations in a single examination cycle (as defined in glossary) and a single session of examination (as defined in glossary) conducted with more than 1 lac candidates. 1 Project = 6 Marks Every Additional Project = 2 Marks	Experience of projects of executing OMR based Examination Management	20	Bidder shall get marks for total number of cumulative candidate registration in "Similar Projects" (defined in Glossary) as given below: OMR based Examination conducted with minimum 5 lac candidate registration for any Govt. Organization/ PSU/ Educational Institution, cumulatively in the past 3 years, and a single session of examination (as defined in

Corrigendum Document - Empanelment of Service Provider for the OMR based EMS for Govt. of Maharashtra

S. No.	Page No.	RFP Section	RFP Clause No.	RFP Clause/ Revised (Corrigendum #1) Clause			Revised Clause																		
									<p>glossary) conducted with more than 1 lac candidates. =12 Marks</p> <p>Every additional cumulative registration volume of 1 lac candidates in completed exam cycles, involving OMR based examination, irrespective of candidate registration in each completed examination cycle (as defined in glossary) within last 3 years = 1 Mark</p>																
8	19	Evaluation of Technical Bids	4.16.C	<table><tr><th>Evaluation Criteria</th><th>Max Score</th><th>Sub-Criteria</th></tr><tr><td rowspan="2">Technical Solution Proposed</td><td rowspan="2">15</td><td>Completeness of the Technical Solution= 6 marks Questionnaire setting and maintain the privacy and confidentiality = 2 marks Overall Security and Compliance readiness of the EMS = 2 Marks</td></tr><tr><td>POC of EMS = 5 Marks</td></tr><tr><td>Project Management Methodology for Pre-examination phase</td><td>5</td><td>Completeness of the proposed project plan with proper Timelines, Responsibility Matrix = 3 marks</td></tr></table>	Evaluation Criteria	Max Score	Sub-Criteria	Technical Solution Proposed	15	Completeness of the Technical Solution= 6 marks Questionnaire setting and maintain the privacy and confidentiality = 2 marks Overall Security and Compliance readiness of the EMS = 2 Marks	POC of EMS = 5 Marks	Project Management Methodology for Pre-examination phase	5	Completeness of the proposed project plan with proper Timelines, Responsibility Matrix = 3 marks			<table><tr><th>Evaluation Criteria</th><th>Max Score</th><th>Sub-Criteria</th></tr><tr><td rowspan="2">Technical Solution Proposed</td><td>10</td><td>Presentation on overall Approach & Methodology with proposed solution (Examination management system) for conducting OMR based exams across the state = 10 Marks</td></tr><tr><td>15</td><td>Understanding of Scope of work and proposed EMS and its compliance with the requirements = 6 marks Approach towards the Secure online question paper delivery to the exam centres = 2 marks</td></tr></table>	Evaluation Criteria	Max Score	Sub-Criteria	Technical Solution Proposed	10	Presentation on overall Approach & Methodology with proposed solution (Examination management system) for conducting OMR based exams across the state = 10 Marks	15	Understanding of Scope of work and proposed EMS and its compliance with the requirements = 6 marks Approach towards the Secure online question paper delivery to the exam centres = 2 marks
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Corrigendum Document - Empanelment of Service Provider for the OMR based EMS for Govt. of Maharashtra

S. No.	Page No.	RFP Section	RFP Clause No.	RFP Clause/ Revised (Corrigendum #1) Clause			Revised Clause		
						Strategy to meet implementation timelines = 2 marks			Overall Security and procedure to protect the data in the system and compliance with GoI and GoM guidelines = 2 marks
				Project Management Methodology for examination conduction	3	Strategy to conduct examination = 2 marks			Bidders competency to handle scalability (number of centres and number of candidates appearing in the exam) = 2 marks
						Strategy to collect OMR sheets, security of data collected = 1 mark			Strategy to conduct end to end examination management and approach towards restricting malpractices across all the steps of examination process = 2 marks
				Project Management Methodology for the Post examination Phase	2	Strategy to maintain all the SLAs = 1 mark			Strategy to manage OMR sheets, their evaluation = 1 mark
						Approach and Plan for issue resolution, helpdesk etc. = 1 mark			
9	19	Evaluation of Technical Bids	4.16.D	Evaluation Criteria	Max Score	Sub-Criteria	Evaluation Criteria	Max Score	Sub-Criteria
				Quality of the Manpower Proposed for the project Implementation	4	Proposed Project Manager's experience in projects qualifying as per the Glossary definition in the RFP – "Similar Project" At-least 2 projects = 3 marks >= 3 projects = 4 marks	Quality of the Manpower Proposed for the project Implementation	8	Proposed Project Manager's experience in projects qualifying as per the Glossary definition in the RFP – "Similar Project" At-least 2 projects = 5 marks >= 3 projects = 8 marks

Corrigendum Document - Empanelment of Service Provider for the OMR based EMS for Govt. of Maharashtra

S. No.	Page No.	RFP Section	RFP Clause No.	RFP Clause/ Revised (Corrigendum #1) Clause			Revised Clause
10	19	Evaluation of Technical Bids	4.16.D	Evaluation Criteria	Max Score	Sub-Criteria	The clause stands deleted
				Quality of the Manpower Proposed for the project Implementation	4	List of SMEs having similar experience in setting up of questionnaire for the examination (for different domains). ≤10 Profiles = 3 Marks ≥11 Profiles = 4 Marks	
11	31	5.14	5.14	Guidelines for setting question paper for OMR exams			The section stands deleted
12	50	10	Annexure V, Point no. 4	Secured Paper delivery System (Paper Setting-optional)			Electronically encrypted paper delivery at the examination center and printing
13	52	10.4	10.4	Secured Paper delivery System (Paper Setting-optional) <ul style="list-style-type: none"> The system should generate question paper (QP) either through randomization) of questions from QP databank OR through randomization of QPs authored by a set of QP setters (through invitation) OR direct QP upload by the authorized official of the Department. The option of QP generation will be finalised by the Competent Authority (Exam Controller) as per their requirements. QP uploading from the Department Nodal Centre (NC) for an exam session should happen only once. The proposed system should take care of online QP delivery to the exam centres. Proper security and authentication systems should be put in place for secured delivery of QP from the NC to the exam centres. The QPs published by the Department NC as per the exam schedule should be electronically delivered to the exam centres instantaneously using industry standard encryption. 			Electronically encrypted paper delivery at the examination center and printing <ul style="list-style-type: none"> The service provider must maintain the highest confidentiality and security while printing and distributing (at exam centres only) the question papers shared by the department, while ensuring the secured online delivery of the encrypted questions to the respective examination center over an online platform. The department has the sole authority with respect to the setting of question paper. <ul style="list-style-type: none"> The System should allow secured entry of question bank, or set of question papers by the department. The system should allow generation of question paper/s (QP) using randomization from the question bank. The system should allow randomization of the QP uploaded/generated if so desired by the department/competent authority. Else it should allow department/ competent

Corrigendum Document - Empanelment of Service Provider for the OMR based EMS for Govt. of Maharashtra

S. No.	Page No.	RFP Section	RFP Clause No.	RFP Clause/ Revised (Corrigendum #1) Clause	Revised Clause
				<ul style="list-style-type: none"> The QPs to be decrypted only through suitable password or unique key based authentication within stipulated time given by the department which should not be more than 1 hr. The average time window for QP access and delivery of the same to the students in any exam centres should not be more than 45 minutes. The feature in the system should be parameterizable as per the specific requirement of the department. The Service Provider should be responsible to print all the respective QPs and get it delivered to department's custody. It will be the responsibility of the Department to keep the physical QPs and OMR sheets while the Service Provider to ensure all the exam related QPs, AS and other documents to be kept in digital format with end to end encryption without any human intervention. The encrypted data to be kept at secured storage for the time as defined by the department and as per the SoP specified by the department. 	<p>authority to choose from among the QP uploaded/generated for final printing.</p> <ul style="list-style-type: none"> QP uploading from the Department Nodal Centre (NC) for an exam session should happen only once. The proposed system should take care of online QP delivery to the exam centres. Proper security, encryption and authentication systems should be put in place for secured delivery of QP from the NC to the exam centres electronically. The QPs finalized/shortlisted by the Department, as per the exam schedule should be electronically delivered to the exam centres from the NC, instantaneously using industry standard encryption. The QPs to be decrypted only through suitable password or unique key based authentication within stipulated time given by the department which should not be more than 1 hr. The system should allow to change the time period as per the specific requirement of the department. The Service Provider shall be responsible to print all the respective QPs and get it delivered to department's custody. The average time window for QP access and delivery of the same to the students in any exam centres should not be more than 45 minutes. The feature in the system should be parameterizable as per the specific requirement of the department. The encrypted data to be kept at secured storage for the time as defined by the department and as per the SoP specified by the department or GAD. It will be the responsibility of the Department to keep the physical QPs and OMR sheets while the Service Provider to ensure all the exam related QPs, AS and other documents to be kept in digital format with end to end encryption without any human intervention

Corrigendum Document - Empanelment of Service Provider for the OMR based EMS for Govt. of Maharashtra

S. No.	Page No.	RFP Section	RFP Clause No.	RFP Clause/ Revised (Corrigendum #1) Clause	Revised Clause
14	53	10.4	10.4	Packaging, Delivery & Transportation of Question Papers/OMR Sheets <ul style="list-style-type: none"> Each Question Paper Booklet and OMR Sheets have to be packed and sealed in PVC bags with security tape by the agency PVC bag or gunny box of Question Paper booklets to be packed in Temper evident PVC Bag of fine quality with one Steel Cutter to be fixed on each Bag with Cello Tape. The agency shall paste the sticker showcasing the information regarding District Name, Centre Name, Block number, No. of question booklets & details of serial numbering etc., provided by department, on each of the temper evident PVC bag Such Centre wise Temper evident PVC bags should be packed block wise in Ply Corrugated box (showcasing District Name, Centre Name, No. of question booklets & details of serial numbering etc.) by the agency The agency should have to prepare the packing memo according to the details given by the department. The agency shall deliver such ready corrugated boxes of question paper to be handed over to the respective department. The agency shall deliver such ready corrugated boxes of question paper booklets on time & place as decided by the department, within the stipulated time as specified by the department. 	Packaging, Transportation & Delivery of OMR Sheets and question papers <ul style="list-style-type: none"> The question papers printed at the Exam centres shall be delivered to the classrooms/halls in tamper evident PVC bags of fine quality with one steel cutter to be fixed on each bag with cello tape. The agency shall paste the sticker showcasing the information regarding District Name, Centre Name, Block number, No. of question booklets & details of serial numbering etc., provided by department, on each of the tamper evident PVC bag The blank OMR Sheets must be packed and sealed in tamper evident PVC bags with security tape by the service provider. They must be further packed in corrugated boxes for handing over to the respective exam centres. The service provider shall supply tamper evident fine quality PVC bags with suitable details as per requirement of the Department for repacking the used and unused OMR sheets after conduct of examination session. The service provider shall deliver ready corrugated boxes of OMR sheets to be handed over at the time & place as decided by the department, within the stipulated time as specified by the department. The agency would have to prepare the packing memo according to the details given by the department.

Revised Form 6.4: Format to share Bidder details

Name of the Bidder		
Heading1	Sub - Heading	Details
Financial Capability	Average annual turnover during the last three (3) audited financial years (FY 2016-17, FY 2017-18, FY 2018-19) (in INR crores) #	
	Net Worth as on Financial year ending March 31, 2019 (in INR crores) #	
# List of the Similar Projects (as defined in glossary) with minimum of 5 lac candidate registration cumulatively in the past three year for any Govt. Organization/ PSU/ Educational Institution	1. 2. 3.	
# List of the Similar Projects (as defined in glossary) involving OMR based Examination with minimum of 5 lac candidate registration for any Govt. Organization/PSU/Educational Institution in the past three years, and a single session of examination (as defined in glossary) conducted with more than 1 lac candidates	1. 2. 3.	

Please submit Statutory auditor/ CA Certification for Average annual turnover during the last three (3) audited financial years (FY 2016-17, FY 2017-18, FY 2018-19) and Net Worth as on March 31, 2019. Also, attach the Auditor Certified financial statements for the last three financial years; 2016-17, 2017-18, and 2018-19.

The format to be used for both bidder and consortium member (if any).